ALBERTA SENIORS 2003-2004 ANNUAL REPORT

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Government Accountability Act*. The Public Accounts consist of the annual reports of each of the 24 ministries.

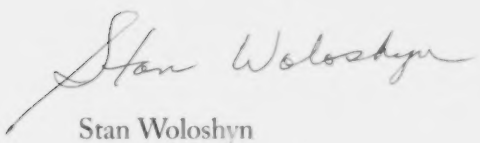
The annual report of the Government of Alberta released June 29, 2004 contains the Minister of Finance's accountability statement, the consolidated financial statements of the Province and a comparison of the actual performance results to desired results set out in the government's business plan, including the *Measuring Up* report.

This annual report of the Ministry of Seniors contains the Minister's accountability statement, the audited consolidated financial statements of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This ministry annual report also includes:

- **the financial statements of entities making up the ministry including the Department of Seniors, and the Alberta Social Housing Corporation for which the Minister is responsible, and**
- **other financial information as required by the *Financial Administration Act and Government Accountability Act*, either as separate reports or as a part of the financial statements, to the extent that the ministry has anything to report.**

Minister's Accountability Statement

The Ministry's Annual Report for the year ended March 31, 2004, was prepared under my direction in accordance with the *Government Accountability Act* and the government's accounting policies. All of the government's policy decisions as at September 13, 2004 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.



Stan Woloshyn
Minister of Seniors

Message from the Minister

I am privileged to present the Alberta Seniors annual report for the fiscal year ended March 31, 2004.

The 2003-04 fiscal year presented many challenges and opportunities, with some exciting new initiatives and additional areas of responsibility. This annual report documents many of these activities and highlights our achievements and results.

For example, we were able to protect lower-income seniors from increased long-term care accommodation fees by providing them with additional benefits. The extra assistance ensures that they have enough money left over for personal expenses after they have paid for their room and board. The daily room and board rates, which had not been adjusted since 1994, provided a much-needed boost to operators' ability to maintain high-quality accommodation services.

We have made remarkable strides in our goal of providing affordable, stable housing to lower-income Alberta families and people with special needs. Through a variety of capital funding initiatives, the ministry has helped reduce the shortage of affordable housing, and created new opportunities for Albertans having difficulties finding an affordable place to live.

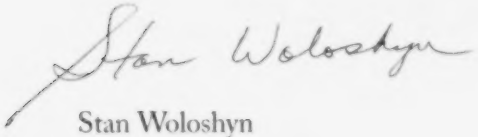
For example, through the Canada-Alberta Affordable Housing Program, a federal-provincial program, Alberta approved funding for 872 new affordable housing units throughout the province. At the same time, seven new projects under the Seniors Supportive Housing Initiative and the Healthy Aging Partnership Programs resulted in 170 new units for supportive housing.

The other side of affordable housing is shelters for homeless people. Transfer of responsibility for several homeless shelter contracts to the Ministry of Seniors brought all publicly subsidized housing within one ministry, and also helped our long-term strategy of helping homeless people become more self-sufficient. This strategy was also advanced through the construction of transitional housing, thanks to funding contributions by the ministry and communities. While emergency shelters provide for people's immediate needs, transitional housing enables them to move into longer-term, more stable housing where they can be self-sufficient.

Message from the Minister

Finally, in 2003-04, Alberta Seniors welcomed the transfer of the Office of the Public Guardian to the ministry. This is an important addition to the ministry, as more than half the people under the Public Guardian's care are seniors. The Office of the Public Guardian provides adult guardianship services, and also assists Albertans to prepare for their futures by writing personal directives. I am pleased to say that throughout the transition period of the transfer, the high quality of service continued and clients experienced no disruption.

This year has been marked by several notable achievements. Thank you to all the individuals, organizations, and stakeholder groups, as well as ministry staff who contributed to the ministry's significant accomplishments. I am proud to serve as Alberta's Minister of Seniors.



Stan Woloshyn
Minister of Seniors

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Management's Responsibility for Reporting

The Ministry of Seniors includes the Department of Seniors, the Seniors Advisory Council for Alberta, and the Alberta Social Housing Corporation.

The executives of the individual entities within the Ministry have the primary responsibility and accountability for the respective entities. Collectively, the executives ensure the Ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and business plans, annual report, quarterly reports and other financial and performance reporting.

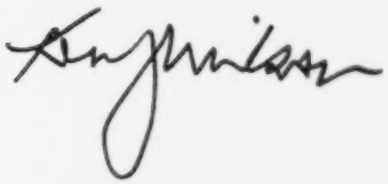
Responsibility for the integrity and objectivity of the consolidated financial statements and performance results for the Ministry rests with the Minister of Seniors. Under the direction of the Minister, I oversee the preparation of the Ministry's annual report, including consolidated financial statements and performance results. The consolidated financial statements and the performance results, of necessity, include amounts that are based on estimates and judgments. The consolidated financial statements are prepared in accordance with the government's stated accounting policies.

As Deputy Minister, in addition to program responsibilities, I establish and maintain the Ministry's financial administration and reporting functions. The Ministry maintains systems of financial management and internal control which give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money,
- provide information to manage and report on performance,
- safeguard the assets and properties of the province under Ministry administration,
- provide Executive Council, Treasury Board, the Minister of Finance and the Minister of Seniors any information needed to fulfill their responsibilities, and
- under the *Government Accountability Act* facilitate preparation of Ministry business plans and annual reports required.

Management's Responsibility for Reporting

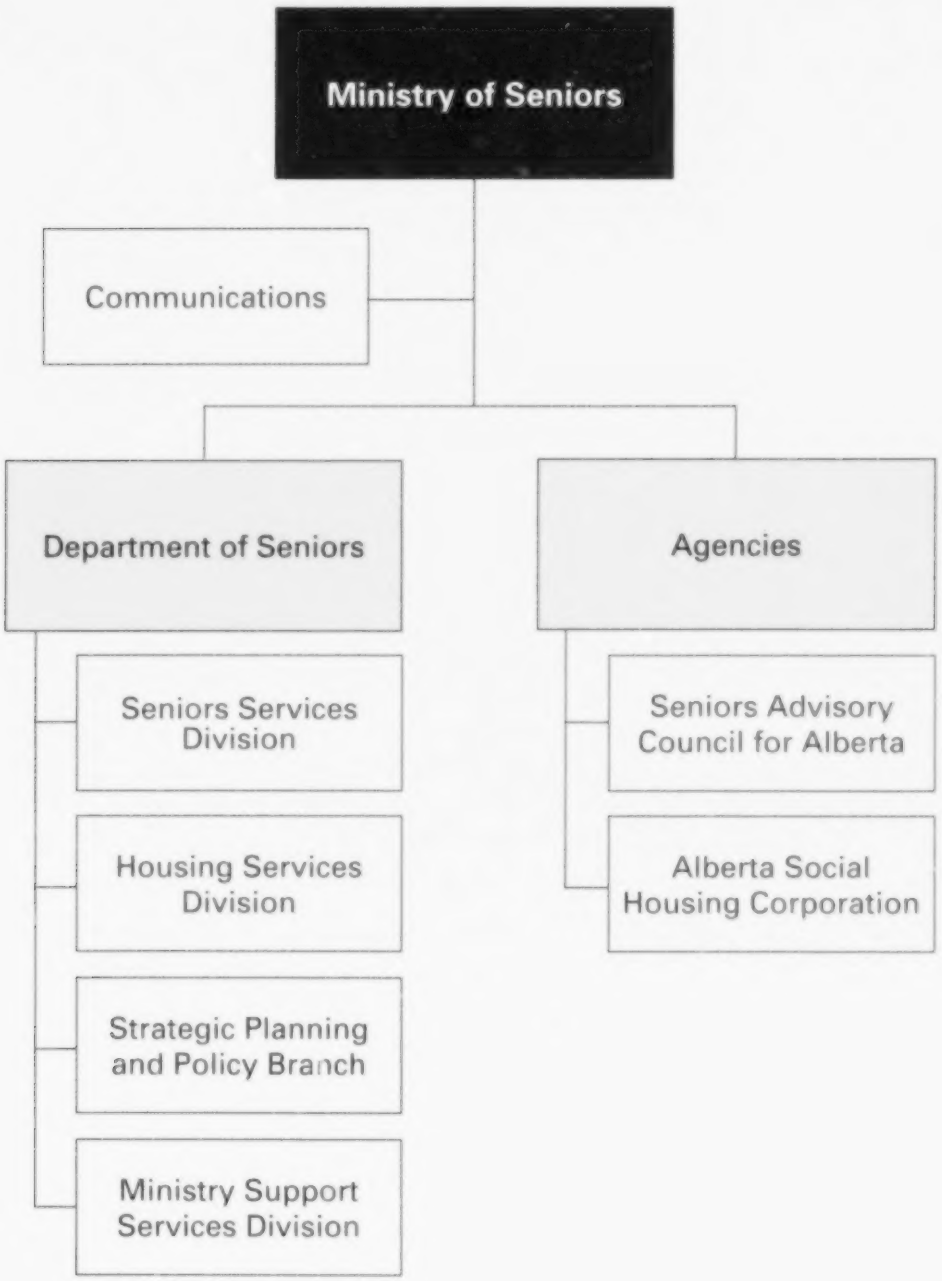
In fulfilling my responsibilities for the ministry, I have relied, as necessary, on the executive of the individual entities within the ministry.



Ken J. Wilson
Deputy Minister
August 20, 2004

OVERVIEW

Chart of Ministry Entities



Alberta Seniors' mission for 2003-04 was: *To provide services, programs and information that contribute to the well-being and independence of seniors, Albertans in need of housing supports, and other clients of the ministry.*

The ministry had three core businesses:

1. Provide financial support and information services to seniors
2. Support the management of and enable the provision of family, special purpose and seniors housing
3. Provide planning and policy development for housing, seniors and Alberta's aging population.

THE DEPARTMENT

In 2003-04, Alberta Seniors was composed of Seniors Services Division, Housing Services Division, Ministry Support Services Division, Strategic Planning & Policy Branch, and Communications.

Seniors Services Division

The Seniors Services Division is responsible for delivering financial support programs to lower-income seniors; information to the public on seniors' programs and services; strategic planning and research; and substitute decision-making for dependent adults. It consists of five branches and also has administrative responsibility for the Seniors Advisory Council for Alberta.

The Seniors Financial Assistance Branch administers the Alberta Seniors Benefit program under the *Seniors Benefit Act*. Through this program, the branch delivers income-based, monthly cash benefits to eligible seniors and determines the level of exemption from Alberta Health Care Insurance Plan premiums for lower-income seniors. To ensure that supports continue to be targeted at seniors most in need of assistance, the branch monitors issues and undertakes research activities relating to seniors' financial situations.

The Special Needs Assistance for Seniors Branch administers the Special Needs Assistance for Seniors program. This is an income-based program that provides a lump-sum cash payment to eligible lower-income seniors who demonstrate that they are experiencing financial difficulties or unexpected expenses above their basic living requirements.

The amount received is based on income and the amount of an applicant's allowable extraordinary expenses.

The Client and Information Services Branch provides information to Albertans, focusing on the Alberta Seniors Benefit, Special Needs Assistance for Seniors, and other ministry programs. Information is provided through the Alberta Seniors Information Line, the Alberta Seniors website, Seniors Information Services Offices, and correspondence. The branch provides additional information to seniors, their families, caregivers, and service providers by producing publications such as the annual *Seniors Programs and Services Information Guide* (formerly titled *Programs and Services for Seniors*), and promotes knowledge and understanding of seniors and their contributions. The branch also provides support to the Seniors Advisory Council for Alberta.

The Planning and Research Branch works with other government departments, other levels of government, and stakeholders to ensure that seniors' issues are considered in government and non-government initiatives. The branch monitors demographic, economic and social trends; undertakes planning for Alberta's aging population; and provides information to assist the ministry in developing responses to issues affecting seniors. The branch coordinates federal/provincial/territorial activities relating to seniors.

The Office of the Public Guardian was transferred in 2003 to Alberta Seniors from Alberta Human Resources and Employment and incorporated into the Seniors Services Division. The Office of the Public Guardian administers the *Dependent Adults Act* and the *Personal Directives Act*. Within the terms of the *Dependent Adults Act*, the Office of the Public Guardian provides direct guardianship services to approximately 1,800 adult Albertans and provides consultation for more than 8,000 Albertans who act as private guardians for family members or friends. The Office of the Public Guardian provides public education promoting use of personal directives, and acts as decision-maker of last resort under the *Mental Health Act*.

Housing Services Division

The Housing Services Division ensures that provincially-owned and/or -supported housing is effectively managed by local housing providers, non-profit organizations, and municipalities; and provides housing for lower-income families, individuals with special needs, and seniors in accordance with the *Alberta Housing Act*. It also manages the assets of the Alberta Social Housing Corporation. These services are delivered through three branches.

The Housing Development Program Delivery Branch provides strategic research, analysis, planning, and support on a broad range of family and special purpose housing issues. The branch also manages the Affordable Housing Program, Remote Housing, and provincial homeless funding, and administers shelter contracts. It is responsible for administration of housing programs in Fort McMurray, and for the Gunn Centre, a government-owned and operated facility for men with mental health and addiction disorders.

The Housing Operating Program Delivery Branch assists local governments, not-for-profit and private sector organizations in providing affordable and appropriate housing options for lower-income earners and persons with special needs. The branch achieves this through administering operating and capital funding; administering ministry-owned properties for the provision of emergency, transitional, and other forms of lower-income housing accommodation; and delivering information, advice and referral services on tenancy, maintenance, and security for residents in lower-income housing. The branch also administers the Alberta Social Housing Corporation, and provides central support services to the Housing Services Division, including financial administration and coordinating the division's legislation development, business planning and reporting requirements for all housing programs.

The Housing Services South Branch is responsible for supporting housing programs in southern Alberta. The branch assists local government, not-for-profit and private sector organizations, developers, and the public at large in providing affordable and appropriate housing options for lower-income earners, persons with special needs, and homeless persons. Initiatives include the Canada-Alberta Affordable Housing Program, Homelessness Initiative, emergency shelters, and

accommodation for lower-income seniors, families, and single and special needs households. The branch also directly manages the Sunalta Shelter for homeless men in Calgary.

Strategic Planning and Policy Branch

Strategic Planning and Policy Branch coordinates ministry-wide planning, reporting and policy research requirements. It leads the ministry's business planning; performance measurement and annual reporting activities, and coordinates the ministry's contribution to the Government of Alberta business plan and annual report. In addition, it works with Seniors Services Division and Housing Services Division to develop responses to issues relating to seniors and housing, and coordinates ministry-wide initiatives, such as legislative and regulatory reviews.

Ministry Support Services Division

Strategic Financial Services

Strategic Financial Services provides support to the ministry with expertise in the areas of financial planning and analysis, budgeting, financial payment systems and processes, financial accountability, and financial reporting.

Strategic Information Technology

Strategic Information Technology provides expertise in developing and maintaining IT systems that are critical to the success of the ministry in delivering its programs and services.

Strategic Office Support

Strategic Office Support coordinates materials and facilities required to deliver ministry programs and services, as well as services provided by the Alberta Corporate Service Centre (ACSC).

ACSC provides transactional services in the areas of financial services, payment of accounts, information technology, records management, and administrative support.

Strategic Human Resources

Strategic Human Resources provides leadership, advice, and consulting services in the planning, development, and delivery of all human resource programs, policies and practices that enable Alberta Seniors to effectively realize its business plan goals. These include Alberta Seniors Human Resource Plan and associated initiatives, such as workplace health, employee recognition, performance management, leadership development, employee learning and development, and succession planning. Strategic Human Resources also manages the delivery of human resource services that take place through corporate service providers in the areas of staffing, classification, employee relations, training and development, and occupational health and safety.

COMMUNICATIONS

Communications assists the ministry in communicating initiatives identified in the ministry's business plan to target audiences. In addition, Communications provides consulting services in the areas of issues management, media relations (including acting as ministry spokesperson) strategic writing, and technical support and expertise.

AGENCIES

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta brings the views of seniors to the attention of government. The members are appointed by Order in Council. The council makes recommendations to the government on the coordination of policies and programs relating to seniors, and responds to government reports and specific requests for advice. It is also responsible for coordinating annual Seniors' Week celebrations.

Alberta Social Housing Corporation

The Alberta Social Housing Corporation is an agent of the Crown operating under the authority of the *Alberta Housing Act*. The corporation is the owner of a substantial portfolio of housing and land assets, and facilitates the provision of social housing to lower-income families and individuals and those with special needs. The Minister is the Chair and the Deputy Minister is the President of the Corporation. The Corporation has no employees.

A Summary of Key Activities in the Past Year

Factors in the external environment continued to exert pressure on ministry operations. For example, utility costs remained high, and increases in the cost of living continued to erode the purchasing power of lower-income seniors. The shortage of affordable housing was somewhat eased in some parts of the province; however, the demand for new supportive housing for seniors and persons with special needs remained high. Homelessness continued to be a concern, especially in Alberta's high-growth urban areas.

Internally, 2003-04 was a period of significant change for the ministry, as new responsibilities were added to its mandate, and important changes were made to key programs. These changes represented positive opportunities for improvements to the ministry's services, and also necessitated adjustments to ensure clients were not adversely impacted.

The following summarizes some of the activities the ministry engaged in during 2003-04. Program and policy initiatives, improvements in efficiency, consultative processes, and cross ministry collaboration are noted within this summary.

PROGRAM AND POLICY INITIATIVES

Seniors Situations

During 2003-04, the ministry continued documenting the increasing difficulties seniors were experiencing in meeting their needs and maintaining their quality of living. Using data provided by Statistics Canada, the Alberta Seniors Benefit database, and other sources, the ministry examined the widening gap between seniors' incomes and their day-to-day expenses; in particular, the Ministry began identifying those seniors most at risk of financial hardship.

The data showed that while seniors' incomes from all sources have remained relatively fixed, their costs have continued to increase. Rising utility costs, property taxes, and general costs of living have all eroded seniors' purchasing power. In addition, many seniors incur additional costs as they age, including health care, homemaking, and personal care.

The ministry initiated work on proposals and options for addressing seniors' situations, including examining the potential for assisting with the cost of property taxes, health care premiums, income support, and health care services. In pursuing this work, the ministry endeavoured to balance the benefits to seniors with continued fiscal responsibility and sustainability of supports.

Long-Term Care Accommodation

The ministry worked with Alberta Health and Wellness to adjust the long-term care accommodation rates to better reflect the cost of providing accommodation services, and to provide operators with additional revenue to maintain quality of accommodation services.

With the increase in accommodation rates, the ministry adjusted the Alberta Seniors Benefit program to provide enhanced payments to lower-income seniors in long-term care. This enabled residents to retain sufficient funds for their personal expenses.

In conjunction with the adjustment to the long-term care accommodation rates, responsibility for accommodation services, including room, board, housekeeping, and building maintenance, was transferred to Alberta Seniors from Alberta Health and Wellness. The transfer consolidates housing services within one ministry.

With the transfer of accommodation services, the ministry initiated a project to develop policy recommendations to the Minister of Seniors concerning:

- long-term care accommodation rates and rate increase mechanisms,
- quality assurance mechanisms for the room and board component of long-term care,
- expectations and reporting requirements for the additional accommodation revenue received subsequent to the increase in long-term care accommodation rates, and
- a provincial policy for assisting residents experiencing financial hardship in paying accommodation rates.

Alberta Seniors is leading the project, with support provided by Alberta Health and Wellness and representation by long-term care operators and regional health authorities.

Lodge Assistance Program

The ministry implemented a major reform to the way seniors lodges are funded and lodge residents are assisted. To target benefits to lower-income residents, the Lodge Assistance Program grant was reconfigured to provide funds to lodges based on a resident's income, as evidenced by a resident's eligibility for Alberta Seniors Benefit, rather than on room occupancy.

At the same time, the maximum annual cash benefit for lodge residents was increased. The reforms support government policy direction of targeting financial assistance to individuals and populations in greatest need, and have the potential to enhance accessibility of lodge spaces for lower-income seniors.

Affordable Housing

With the launch of the Canada-Alberta Affordable Housing Program in 2002, funding in the form of capital grants was made available for the construction of affordable housing for lower-income families. The funding was allocated through the Affordable Housing Partnerships Initiative and the Sustainable Remote Housing Initiative, and focused on relieving the shortage of affordable housing across the province.

The ministry encouraged municipal, non-profit, local community, and private sector organizations to review affordable housing needs in their communities and submit proposals to the program. Through the year, funding was allocated project by project, based on demonstrated need, financial viability, and sustainability.

During the year, the ministry approved projects for the construction of 839 units in Alberta's high-growth, high-need communities. In addition, approval was granted for a total of 33 new units in remote areas. This housing is not owned by the Alberta government and carries no ongoing operating subsidy.

Homelessness

In April, responsibility for homeless shelters and the Gunn Centre (a facility for men with mental health and addictions disorders) was transferred to the ministry from Alberta Human Resources and Employment. Over $16 million was budgeted to support activities in these areas. The Housing Services Division was restructured to enable better response to the needs of the operators of emergency shelters.

This new responsibility also provided an opportunity to coordinate homeless shelters within the continuum of housing need. In the longer term, greater opportunities will be available for people living in homeless shelters to move into appropriate longer-term housing. The ministry assisted in opening up these opportunities through its continued capital contribution to the construction of transitional housing units. These units assist homeless Albertans to become more self-sufficient and ease the transition to longer-term housing.

The ministry developed a new case management program at Gunn Centre. The program will allow the centre to be more effective in helping homeless people reintegrate into society. The centre now

provides a temporary supportive living arrangement for men who are homeless, and currently unable to provide for their basic needs without assistance. The new case management program will assist centre users in achieving mental and physical stability and will facilitate coordination of housing and support services as they leave the centre.

Office of the Public Guardian

The Office of the Public Guardian was successfully transferred to the Ministry of Seniors from Alberta Human Resources and Employment on April 1, 2003, with no disruption to clients. This transfer added 62 staff in five regions to the ministry's workforce. By July 1, 2003, all transitional and resource issues had been fully addressed. In addition, the Office of the Public Guardian was restructured to facilitate integration into Alberta Seniors' structure.

IMPROVEMENTS IN OPERATING EFFICIENCY

As noted, during 2003-04, Alberta Seniors experienced significant expansion to its mandate and added several new areas of responsibility. In addition, workloads increased due to program enhancements. Readjustments within the ministry were necessary to meet the additional demands created by these changes.

For example, in the first four months of the fiscal year, the average monthly number of applications received by the Special Needs Assistance for Seniors program was 369 per cent higher than the same period the previous year. The increased volume was in part a response to the assistance with energy bills that was provided through the program. To deal with this increase in volume, the assessment process for applications to the program was evaluated and modified to ensure that seniors received prompt service.

Financial Services to Seniors

The ministry implemented a number of strategies to improve delivery of its financial services to seniors. These included internal mechanisms to improve access to the necessary data for calculating financial benefits accurately. Another efficiency measure entailed the introduction of document imaging for client files, which will improve efficiency in using and maintaining client file information, decrease file storage space requirements, and implement aspects of the ministry's business continuity plan. The recoverables policy was revised to substantially reduce the number of recoveries entered and carried on the books.

Information Services

Operating efficiency of the Seniors Information Line was improved with the installation of a new Perimeter Service that made it possible to continuously monitor the volume of calls. This system allows for the measurement of operations, such as average speed of answering calls, conversation time, and abandoned or deflected calls. With this information, the ministry can adjust work schedules to ensure that calls from clients are answered more promptly and efficiently.

In an effort to increase awareness of the ministry website, wording and links were improved, references to the website were made more visible, and Alberta libraries were notified of the information resources available on-line, such as the *Seniors Programs and Services Information Guide, July 2003-June 2004.*

Rent Supplement

The Alberta Rent Supplement Program was successfully incorporated into the Private Landlord Rent Supplement Program to ensure consistent delivery of both programs by management bodies.

As a result, the amount of paperwork required by the ministry in respect of these programs has been significantly reduced.

Premier's Award of Excellence

The ministry was represented on the Premier's Award of Excellence Leadership Team, furthering Alberta Seniors' focus on service excellence and continuous business improvements, and facilitating the coaching and review of award submissions.

CONSULTATIVE PROCESSES

The Office of the Public Guardian embarked on a consultation and planning process to seek input from external stakeholders, clients, and staff about its future role. The impetus for engaging in this process was the impending legislative reviews of the *Dependent Adults Act* and the *Personal Directives Act.* Six consultation sessions were held across the province between January and March 2004. A report of the consultation process and the new direction for Office of the Public Guardian is expected in 2004-05.

The ministry continued to support the Seniors Advisory Council for Alberta in its work of bringing the views of seniors to the attention of government. With assistance from the ministry, the council held four quarterly full council meetings, tabled its annual report, and presented its report on *Residential Care Homes: A Supportive Housing Option* to the Standing Policy Committee on Health and Community Living.

The ministry liaised with the Alberta Council on Aging Executive Committee, attended the Intergenerational Resource Launch, and participated in the Canadian Standards Association Edmonton Community Panel on Aging Issues.

PRIVATIZATION

The ministry continued to dispose of housing that was inappropriate for its portfolio. A number of buildings and land were sold to private and non-profit housing organizations.

The titles of single-family dwellings in Grande Prairie, Fort McMurray, Edmonton, Lethbridge, and Calgary were transferred to local housing corporations, and the vacant 37 unit Sunshine Lodge in Evansburg was transferred to the local Royal Canadian Legion. Twenty-seven remote rural housing units were sold to tenants, and a plan was prepared for the disposal of the remaining directly managed rural housing units.

Transferred units will be redeveloped to provide more effective and efficient affordable housing in the community. The new housing will not be part of the government's inventory and will not require operating subsidies.

CROSS MINISTRY COLLABORATION

Together with Alberta Health and Wellness and Alberta Finance, the ministry continued to co-lead the Health Sustainability Initiative. The ministry also responded to the call for contributions to several major new collaborative initiatives. Ministry staff worked cooperatively with Alberta Children's Services on preparations for the Roundtable on Family Violence and Bullying that was announced in October 2003, including assisting with workshops and focus groups held across the province. The ministry was able to bring important perspectives to the planning process, including the relevance of abuse of older adults by family members and the need for safe housing for family members fleeing abuse.

The ministry worked collaboratively with Alberta Agriculture, Food and Rural Development on the Rural Development Initiative and with the Alberta Mental Health Board on a new Alberta Mental Health Services Plan. The ministry continued its participation in the Seniors Fraud Awareness Committee and the capital planning initiative.

In addition, the ministry supported the Service Alberta cross ministry initiative, and the Corporate Human Resource Development Strategy. For Service Alberta, the ministry provided financial support and assisted with initiatives on the Directory of Services, Common Service Standards, Over-the Counter Services, Call Centres, the Web Development Council, and the Advisory Committee.

In support of the Corporate Human Resource Development Strategy, the ministry developed a Human Resource Plan for 2003-2004. This plan addressed areas, such as performance planning, succession planning, occupational health and safety, and employee service recognition. The ministry also participated in the Deputy Minister of Executive Council's Service Excellence Recognition Program and a number of initiatives in support of workplace health.

Business Continuity Planning

The ministry created a business continuity policy and an awareness communication; trained staff; conducted risk assessments; prepared a Business Continuity Plan; and participated in province-wide tests of the Emergency Notification System.

RESULTS ANALYSIS

Report of the Auditor General on the Results of Applying Specified Auditing Procedures to Performance Measures

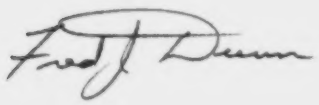
AUDITOR GENERAL *Alberta*

To the Members of the Legislative Assembly

In connection with the Ministry of Seniors' performance measures included in the *2003-2004 Annual Report of the Ministry of Seniors*, I have:

1. Agreed information from reports that originated from organizations included in the consolidated financial statements of the Ministry to source reports. In addition, I tested the procedures used to compile the underlying data into the source reports.
2. Checked that the presentation of results is consistent with the stated methodology.
3. Checked that the results presented are comparable to stated targets, and information presented in prior years.
4. Checked that the performance measures, as well as targets, agree to and include results for all of the measures presented in Budget 2003.

As a result of applying the above procedures, I found no exceptions. These procedures, however, do not constitute an audit and therefore I express no opinion on the performance measures included in the *2003-2004 Annual Report of the Ministry of Seniors*.



FCA
Auditor General

Edmonton, Alberta
July 30, 2004

Expense by Core Business and Expense by Function

MINISTRY EXPENSE BY CORE BUSINESS

(in millions)

	2004 Authorized Budget	2004 Actual	2003 Actual
Core Business			
Provide Financial Support and Information Services to Seniors	$ 232.0	$ 231.9	$ 194.4
Support the Management of and Enable the Provision of Family, Special Purpose and Seniors Housing	210.8	210.9	189.8
Provide Planning and Policy Development for Housing, Seniors and Alberta's Aging Population	2.4	2.3	1.9
	$ 445.2	$ 445.1	$ 386.1

MINISTRY EXPENSE BY FUNCTION

(in millions)

	2004 Authorized Budget	2004 Actual	2003 Actual
Function			
1. Social Services	$ 233.4	$ 233.1	$ 194.9
2. Housing	168.7	168.5	146.1
3. Debt Servicing Costs	43.1	43.5	45.1
	$ 445.2	$ 445.1	$ 386.1

CORE BUSINESS 1: PROVIDE FINANCIAL SUPPORT AND INFORMATION SERVICES TO SENIORS

For 2003-04, the ministry's strategic priority for Core Business 1 was to deliver income supports that are efficiently administered, effectively communicated, targeted to seniors most in need, and responsive to seniors' changing circumstances.

Goal 1.1 Seniors in need have access to financial supports that enable them to live in a secure and dignified way.

Alberta Seniors delivers two income assistance programs for seniors. The Alberta Seniors Benefit is an income-based program that provides lower-income seniors with monthly financial benefits, and calculates Alberta Health Care Insurance Premium exemptions. Special Needs Assistance for Seniors program provides a lump-sum payment for one-time, extraordinary expenses. For seniors who access the Special Needs Assistance for Seniors program, speedy assessment of applications is particularly important.

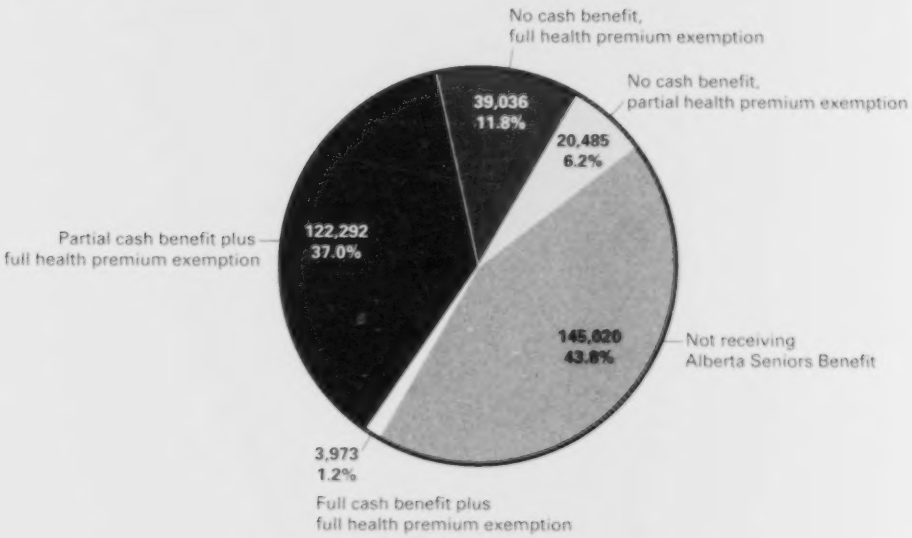
The financial supports provided by these programs help seniors to live with dignity by enabling them to make their own financial decisions, secure their basic living needs, and continue as participating and contributing members of the community.

Alberta Seniors Benefit

As of March 2004, there were 185,786 seniors receiving benefits from the Alberta Seniors Benefit program, an increase of 1,821 from 2002-03. The percentage of seniors receiving a benefit decreased from 56.9 per cent to 56.2 per cent. Of the 185,786 seniors receiving benefits, 126,265 received a monthly cash benefit, averaging approximately $126 per household (consisting of one or two seniors). These seniors also received full exemption from their Alberta Health Care Insurance Program premiums. The remaining 59,521 beneficiaries received full or partial exemption from their health care premiums.

The graph below presents data derived from a total of 330,806 seniors recorded in the Alberta Seniors Benefit database.

Percentage of seniors receiving Alberta Seniors Benefit (as of March 2004)


No cash benefit, full health premium exemption
39,036 11.8%
No cash benefit, partial health premium exemption
20,485 6.2%
Partial cash benefit plus full health premium exemption
122,292 37.0%
145,020 43.8%
Not receiving Alberta Seniors Benefit
3,973 1.2%
Full cash benefit plus full health premium exemption

Special Needs Assistance for Seniors

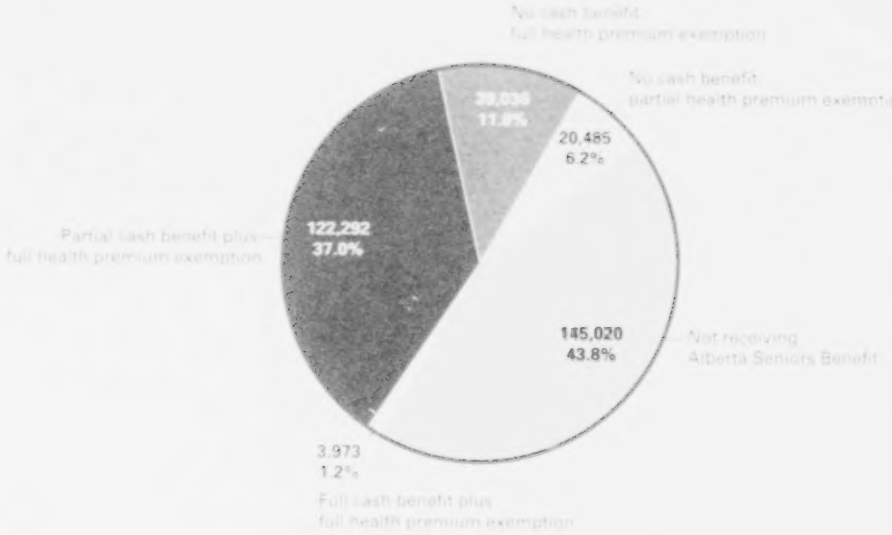
In 2003-04, the ministry received 35,390 applications for the Special Needs Assistance for Seniors program, a 161 per cent increase in applications from 2002-03. The program provided benefits to approximately 28,231 households for a total expenditure of approximately $36.9 million. Over the year, approximately 35,590 seniors received support from this program (the number of seniors is greater than the number of grants because couples submit one application). Individual benefits ranged from $50 to $5,000.

Alberta Seniors Benefit

As of March 2004, there were 185,786 seniors receiving benefits from the Alberta Seniors Benefit program, an increase of 1,821 from 2002-03. The percentage of seniors receiving a benefit decreased from 56.9 per cent to 56.2 per cent. Of the 185,786 seniors receiving benefits, 126,265 received a monthly cash benefit, averaging approximately $126 per household (consisting of one or two seniors). These seniors also received full exemption from their Alberta Health Care Insurance Program premiums. The remaining 59,521 beneficiaries received full or partial exemption from their health care premiums.

The graph below presents data derived from a total of 330,806 seniors recorded in the Alberta Seniors Benefit database.

Percentage of seniors receiving Alberta Seniors Benefit (as of March 2004)



Special Needs Assistance for Seniors

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Adjusting benefits to reflect changing personal supports and needs

The ministry responded to the needs of lower-income residents in long-term care by implementing changes to the Alberta Seniors Benefit program. Approximately 7,900 seniors in long-term care received increased cash benefit amounts to ensure that they were not negatively impacted by accommodation rate increases. The additional monthly benefits averaged approximately $230 per senior. The ministry also worked with operators and health authorities to ensure that cases of financial hardship were resolved on a case-by-case basis.

The Special Needs Assistance for Seniors program continued to provide assistance with eligible seniors' utility costs for a four-month period in the winter of 2003. From March to June, 2003, 15,000 applications were funded, for a total of $5.6 million. The maximum individual benefit provided for utility costs was $400.

Improving income support to residents of seniors lodges

The maximum annual cash benefit for lodge residents was increased. Approximately 6,200 seniors living in lodges received increased cash benefit amounts. Average monthly benefits increased from approximately $88 to approximately $133.

Ensuring fair and efficient program delivery

The accuracy of Alberta Seniors Benefit calculations was enhanced by the use of a new data exchange mechanism with seniors' lodge management bodies, implemented in June 2003. The mechanism ensured that calculations are based on current residence status.

The ministry was also able to improve the accuracy with which seniors benefits are calculated as a result of participation in a pilot program initiated by Canada Revenue Agency (CRA). With client permission, the program uses on-line income tax data exchange between the ministry and the CRA. An evaluation of the pilot demonstrated that the faster return of income data reduced delays in setting or adjusting client benefit eligibility. This is now the standard mechanism for obtaining information for over 94 per cent of the ministry's clients.

In 2003-04, approximately 6,600 returned cheques, deposits, and t-slips, were reviewed and new addresses traced. This ensured that seniors who had moved or changed their banking arrangements continued to receive correct benefits.

Performance Measures for Goal 1.1

Percentage of seniors provided with the opportunity to apply for Alberta Seniors Benefit.

It is important that seniors have the opportunity to receive the benefits for which they are eligible. The Alberta Seniors Benefit program helps lower-income seniors maintain their independence and live in a secure and dignified way. Although some eligible seniors may choose not to apply for the Alberta Seniors Benefit (the program is voluntary), if it can be demonstrated that seniors have been made aware of the program, have received an application package and have made a decision whether to submit an application, then the ministry has been successful in communicating the program.

The ministry introduced a new contact and feedback mechanism in 2003-04 to ensure that all eligible seniors were given the opportunity to apply for Alberta Seniors Benefit.[1]

Results achieved:

The percentage of seniors provided with an opportunity to apply for Alberta Seniors Benefit was 99 per cent.[2]

This is the first year that results for this measure have been reported. The target for this measure has been established at 100 per cent.

[1] This measure has entailed adding additional steps to previous efforts informing seniors of the Alberta Seniors Benefit program. All Albertans continue to receive an Alberta Seniors Benefit program application package three months before their 65th birthday or when they move to Alberta and apply for health insurance. In addition, starting in April 2003, the ministry mails an information sheet and business reply mail card to all seniors who have not applied for benefits, asking them whether or not they intend to apply; they are also given the option of receiving a new application form. The information obtained during this follow-up is used to measure seniors' "opportunity to apply". The validity of the results depends on the number of households that respond.

[2] Results are based on a response rate of 65 per cent on approximately 9,900 households contacted. Feedback from this proportion of the census group is valid for the entire population within +1/-1 per cent, 99 times out of 100.

Assessment time for Special Needs Assistance for Seniors program applications.

This measure calculates the number of working days it takes to assess applications to the Special Needs Assistance for Seniors program. For seniors who apply to the program for assistance in meeting extraordinary expenses or financial emergencies, timeliness of access to financial assistance is an important aspect of an applicant's ability to live in a secure and dignified way.

Results achieved:

In the 2003-2004 fiscal year the average number of days it took to assess an application to the Special Needs Assistance for Seniors program was 20 days.[1] The increased number of applications received in 2003-2004 as a result of funding increased utility costs affected the average assessment time.

This is a new measure established for the 2003-2004 fiscal year. For future years, a target of 15 working days has been established.

[1] Results were calculated using data from the Special Needs Assistance Information System. The results identify the number of work days from the received date to the decision date. Applications that required additional information from an applicant were excluded.

Goal 1.2: Seniors and their families have access to information and educational material about programs, services and initiatives that are designed to enhance their well-being.

Every year, the ministry receives and responds to thousands of letters and e-mails from seniors and other Albertans. Correspondence ranges from specific questions about program applications to general queries and concerns regarding ministry policies and programs. In addition to daily correspondence, the ministry operates the Seniors Information Line, provides in-person services through Seniors Information Services Offices, publishes a range of information materials, and maintains a website with up-to-date information on programs and services.

Quality information about programs and services enables seniors, their family members, and service providers to learn about supports for which seniors may be eligible, and assists them in making wise choices concerning housing, living situations, and service needs.

Information Services

In 2003-04, the ministry distributed to seniors, seniors organizations, and other Albertans across the province:

- 50,000 copies of the *Seniors Programs and Services Information Guide*
- 7,500 copies of the *Overview of Alberta and Federal Programs and Services*
- 4,908 copies of *Saying Farewell*
- 239 copies of the *Directory of Seniors' Organizations in Alberta*
- 56,600 Special Needs Assistance application packages
- 15,000 Alberta Seniors Benefit application packages
- 22,000 copies of the Alberta Long Term Care Association directory.

The Alberta Seniors website received 1,097,239 visitors (almost 300,000 more than in 2002-2003).

A total of 160 seniors service workers, representing 51 Alberta communities, attended the 2003 Seniors Services Workshop, which was coordinated by the ministry.

In partnership with the Seniors Advisory Council for Alberta, the ministry coordinated three launch events for Seniors' Week 2003.

Through the annual Minister's Seniors Services Awards program, the ministry recognizes the contributions of individuals and organizations that improve the quality of life of seniors in our province through volunteer services. In 2003, John Coombes (Coalhurst), Helen Toews (Linden), Maureen Wills (Cochrane), Drumheller Composite High School, and St. Albert Senior Citizens' Club were recognized with a Minister's Seniors Service Award.

Helping to inform and educate the public on issues of importance to seniors' well-being.

Over 6,000 copies of an awareness poster concerning seniors and gambling were distributed to seniors organizations, physicians, hospitals, libraries, and Family and Community Social Services offices. The poster was produced in collaboration with Alberta Alcohol and Drug Abuse Commission (AADAC) to promote awareness concerning seniors and gambling.

In 2003-04, the ministry was a member of the Alberta Elder Abuse Awareness Network, a network of Albertans dedicated to increasing awareness and supporting a community response to fraud and elder abuse. The network developed and aired a 30-second public service announcement, and developed a 20-minute training video to be used by provincial police services. Ministry staff also appeared on Access' Help TV to raise awareness of elder abuse.

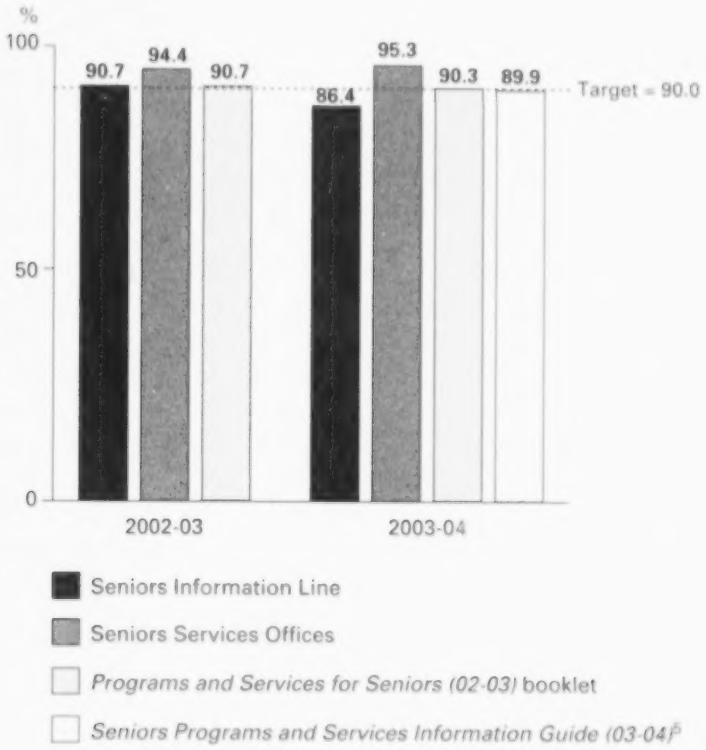
The ministry promoted awareness of Grandparents Day in September by distributing proclamations to municipalities, and Seniors Safety Week in November through media releases.

Performance Measure for Goal 1.2

Satisfaction of seniors with information provided.

This measure is a means of verifying the quality of information services provided to seniors by the ministry through the Alberta Seniors Information Line, Seniors Services Offices, and the *Seniors Programs and Services Information Guide*. These information sources are designed to help seniors become well-informed about programs and services for which they may be eligible and which contribute to their independence and well-being.

Percentage of clients satisfied with information provided[4]



Source: Alberta Seniors, Seniors Services Division

Analysis

Survey results indicate that in two of the surveys, the target of 90 per cent was met or exceeded. The results for the 2003-04 information guide fell short of the target by less than one per cent. The results for the Seniors Information Line fell short of the target by 3.6 per cent. The target will be retained.

[1] Data for this measure is collected through three separate surveys. Satisfaction of callers to the Seniors Information Line, and visitors and callers to the Seniors Services Offices, is assessed by telephone questionnaires of randomly selected clients who had contacted the ministry on the previous day. The surveys are conducted during a two-week period, twice a year, and include questions about courtesy, knowledge, and promptness of service, as well as overall satisfaction with information provided.

Satisfaction data for the *Seniors Programs and Services Information Guide/Programs and Services for Seniors* booklet is gathered from completed and returned self-administered questionnaires included with the guide/booklet. A questionnaire included with the booklet invites users to evaluate its content and usefulness. For all three surveys, the top two categories of a six-point scale, "very satisfied" and "satisfied", were combined for an overall rating of satisfaction.

[2] In 2003-04, the previously titled *Programs and Services for Seniors* saw a name change to *Seniors Programs and Services Information Guide*. For the reporting period, survey results for the two publications (2002-03 and 2003-04 versions) are given separately. The number of completed surveys increased from 204 in 2002-03 to 262 surveys received from both versions in 2003-04.

CORE BUSINESS 2: SUPPORT THE MANAGEMENT OF AND ENABLE THE PROVISION OF FAMILY, SPECIAL PURPOSE AND SENIORS HOUSING

In 2003-04, the ministry identified two strategic priorities for Core Business 2. These were to continue the process of transferring ownership of housing and land assets to local housing authorities; and to provide capital support to community-based agencies to assist them in developing long-term, local responses to housing pressures in their communities.

These two priorities represent steps towards a long-term direction of empowering local communities and facilitating local development of housing targeted to lower-income Albertans and those with special needs.

Goal 2.1: Provincially owned and supported housing for low-income families and individuals, seniors, and persons with special needs is efficiently and effectively managed, and appropriately and fully utilized.

Alberta Seniors is charged with the stewardship of a housing portfolio that enables access to subsidized housing for Albertans whose income does not allow them to pay full market rent for their accommodation. Subsidized housing in Alberta includes housing for lower-income families and individuals, housing for persons with special needs, apartments for lower-income seniors, and seniors' supportive housing facilities.

In some cases, the ministry contracts with community organizations to deliver this housing. In other cases, the ministry works with community organizations such as municipalities and non-profit housing organizations, to transfer ownership and delivery.

The ministry also provides financial assistance to organizations that provide shelter to homeless persons.

Provincially Subsidized Housing

Based on the results of the 2003 Client Profile Survey, the ministry estimates that Alberta's owned and supported housing portfolio served over 67,000 Albertans in 2003-04. This number included approximately 25,000 seniors in seniors' housing, over 39,000 residents of family housing, and 2,400 persons in special needs housing. It also included assisting 1,300 Albertans with ownership of the rural and Native mortgage portfolio.

During 2003-04, the ministry contributed more than $62 million towards housing supports, of which $18 million was targeted to seniors' housing. Almost $29 million and $5 million were provided for family housing and special needs housing respectively, and the remaining $10 million for other miscellaneous housing.

Reconfiguring the Lodge Assistance Program

Seniors' lodges receive provincial assistance through the Lodge Assistance Program. In 2003-04, a new method of funding lodges was implemented. This new method resulted in funds being provided to lodges based on a resident's eligibility for Alberta Seniors Benefit, rather than on room occupancy. The impact of this initiative is that lodges are now provided with an incentive to target lower-income seniors who need supportive housing.

Transferring ownership of housing and land assets

The ministry continued the process of transferring housing units to local housing corporations for redevelopment. Transfers of 98 units of family dwellings were completed in Grande Prairie, Fort McMurray, Edmonton, Lethbridge and Calgary, and a 37-unit seniors' lodge in Evansburg. In addition, 27 rural units were sold to tenants.

The transferred units will be redeveloped into affordable housing by local housing authorities and will be targeted for those most in need. The new housing will not be part of the Alberta government inventory and will not receive any operating subsidy.

The total assessed value of nominal sum disposals was $14.3 million.

Implementing better ways to manage subsidized housing

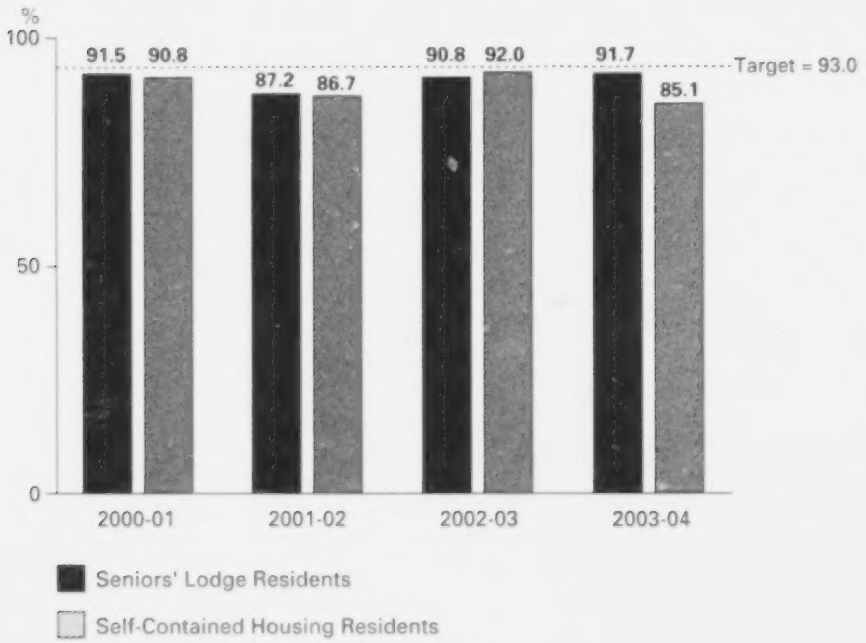
Facilitating the consolidation of housing management organizations is a key ministry strategy for improving these organizations' self-sufficiency. In 2003-04, consolidation was completed in several locations, including BFN Senior Housing Authority into Bethany Nursing Home of Camrose; Pentecostal Benevolent Association projects into Capital Region Housing Corporation and Norwood Legion; Gunn Housing Authority into Lac Ste. Anne Foundation; and Parkland Homes Group into Lacombe Foundation.

Performance Measure for Goal 2.1

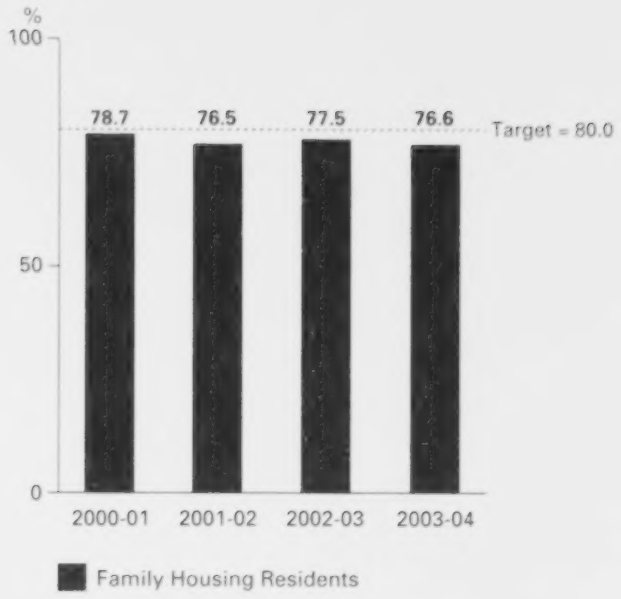
Satisfaction of housing residents with the quality of accommodation and, where appropriate, services provided by housing operators.

This measure assesses satisfaction with the quality of accommodation of residents living in seniors' lodges, self-contained housing, and family housing. It provides a means of verifying that the residents of provincially-owned or -supported housing are receiving safe, adequate, suitable, and affordable housing that is properly managed and maintained.

Satisfaction of housing residents with the quality of accommodation and, where appropriate, services provided by housing operators[6]



Source: Alberta Seniors, Housing Services Division, Housing Satisfaction Study, 2004.



Source: Alberta Seniors, Housing Services Division, Housing Satisfaction Study, 2004.

[1] Satisfaction was determined through a survey conducted for the Housing Services Division by a private research company. A random sample of clients from the ministry's housing programs was surveyed by telephone about their overall satisfaction with the quality of their accommodation. Approximately 1,200 telephone interviews (approximately 400 for each of the three groups) were completed with residents of senior citizens' self-contained housing, senior citizens' lodges and family housing. This year, due to an unusually high proportion of unlisted telephone numbers among family housing residents, additional interviews were completed with these residents to bring the total family housing sample to 432. The survey also measured a number of variables to assess the quality of accommodation, including overall condition, safety and affordability, and the services provided by the housing management body. The results from the top two categories of a six-point rating scale, "very satisfied" and "satisfied", were combined to obtain an overall rating of satisfaction. The research was conducted in February and March 2004 over a two-week period. Results based on a sample size of 400 are accurate within +/- 4.9 per cent, 19 times out of 20.

Analysis

Survey results indicate that 92 per cent of lodge residents and 85 per cent of self-contained housing residents were satisfied overall with their accommodation, based on 400 and 403 responses respectively to each survey. For family housing clients, 77 per cent of residents surveyed were satisfied overall with their accommodation, based on 432 responses.

This is the fourth year this survey of housing residents has been conducted, using the same methodology, questionnaire, and rating scale. Reported satisfaction rates for seniors lodge residents and family housing residents have remained stable from year to year while levels for self-contained housing residents have exhibited some fluctuations. In 2003-04, the satisfaction level for self-contained housing residents, at 85 per cent, was seven percentage points lower than 2002-03 levels, and closer to the reported 2001-02 level of 86.7 per cent. The differences among the three years may or may not reach statistical significance.[7]

Only 19 residents of seniors' self-contained housing gave reasons for dissatisfaction; this is not a sufficient number from which to draw conclusions regarding why satisfaction levels for these residents are lower this year than last year. Of these 19 residents, 26 per cent focused on issues of building maintenance. Maintenance, affordability and safety are all areas within the ministry's ability to influence and are all related to satisfaction levels.

As with all satisfaction surveys, there are certain factors that may affect the results of these measures, many of which are beyond the control of the ministry. These includes issues that residents may have with their neighbours or the neighbourhood, and the variability and subjective nature of satisfaction.

The ministry will continue to work towards the targets set for these measures (93 per cent overall satisfaction for seniors housing residents, and 80 per cent for community housing) as it strives to ensure that provincially-owned and -supported housing is efficiently managed and well-maintained.

[7] Due to sampling error, when comparing results between two or more years, differences of more than 7 per cent would be considered statistically significant at the 95% confidence level. Differences of less than 7 per cent may or may not be significant, depending on the level of consensus of results to a question.

Goal 2.2: Seniors, low-income families and individuals, and persons with special needs have access to a range of housing appropriate to their needs at reasonable cost

Alberta continues to experience serious housing shortages in certain areas and for certain population groups. These include lower-income Albertans who cannot afford to pay market rents for accommodation, or are unable to find specialized housing and support services to address special needs they may have, such as mental or physical disabilities. There is also a need to provide suitable accommodation and supports to assist homeless Albertans to achieve stability and independence in their living environments.

Strategies for this goal entail working with Alberta's community organizations to facilitate development of housing targeted to the specific needs of these populations.

Working in partnership to facilitate delivery of affordable, appropriate housing

Implementation of the Canada-Alberta Affordable Housing Program Agreement resulted in the approval of 839 new affordable housing units. The total project cost was $85.9 million. This sum comprised $38.5 million in federal and provincial contributions (50 per cent federal, 50 per cent provincial), and $47.4 million in contributions from community organizations. In addition, federal and provincial funding of $2.5 million (50 per cent federal, 50 per cent provincial) was provided for 33 new units in remote areas of the province.

The housing units provided under the Canada-Alberta Affordable Housing Program are located in the high-need, high-growth communities of Calgary, Edmonton, Fort McMurray, Red Deer, Lethbridge, Brooks, Cochrane, Grande Prairie, and 10 remote communities in northern Alberta. The province worked with municipalities and housing operators to develop housing proposals to increase the supply of longer-term affordable housing.

Seven projects funded under the Seniors Supportive Housing Initiative Program and the Healthy Aging Partnership Program were completed and opened in 2003-04. These projects provided a total of 170 new units for seniors supportive housing.

Encouraging and supporting community housing plans

Alberta Seniors worked in partnership with housing organizations, other ministries, and federal and municipal governments to address housing shortages in Alberta. The purpose of these partnerships was to identify local housing needs, and generate capital to increase the supply of affordable and low-cost housing options for lower-income families and individuals, persons with special needs, and seniors.

In particular, the seven major urban municipalities (Edmonton, Red Deer, Calgary, Lethbridge, Medicine Hat, Fort McMurray, and Grande Prairie) successfully involved community organizations in developing and updating their community plans for housing. Most of the plans have identified their priority needs based on the concept of a housing continuum, including their needs for special purpose housing and affordable housing.

Addressing homelessness

The emergency shelter system provides for the immediate basic needs of food and shelter for persons who find themselves homeless. From these shelters, many homeless persons are now able to move into longer-term housing as a result of the development of new affordable transitional housing units. These new transitional housing units help homeless clients become more self-sufficient.

Since 2000, the province has contributed $12 million to address homelessness in the seven major municipalities of Edmonton, Red Deer, Calgary, Lethbridge, Medicine Hat, Fort McMurray and Grande Prairie. This funding has contributed to over 1,900 new units being created.

To control costs of providing shelter to homeless persons in Calgary, the ministry began directly managing the Sunalta Shelter in July 2003. The Sunalta Shelter provides up to 150 spaces for overnight accommodation.

The ministry was proactive in working with the City of Calgary and local stakeholders, such as Inn from the Cold and Aspen, in opening up the former Westgate Hotel to provide temporary housing for homeless families from January to the end of March 2004. This temporary arrangement assisted 21 families with children. By the end of March 2004, almost all of these families had secured permanent accommodation with the Calgary Housing Company.

The ministry entered into a contract to fund up to 44 spaces for affordable housing in Calgary with the Dream Centre. This helped to alleviate the pressure on the emergency shelters by providing an opportunity to single working men to move into appropriate housing.

Performance Measures for Goal 2.2

Appropriate performance measures for this goal continue to be under development. Two new measures to be developed were noted in the ministry's 2003-06 business plan. The first proposed measure, "Percentage of communities within the province that have plans for responding to the housing needs of their citizens", was adjusted during 2003-04. The new measure to be developed will refer to the seven major urban municipalities that have plans or that are in the process of completing plans to address homeless, special purpose, and affordable housing needs. The seven municipalities are Edmonton, Red Deer, Calgary, Lethbridge, Medicine Hat, Fort McMurray, and Grande Prairie.

The second proposed measure, "Effectiveness of Community Plans in developing low-cost housing to respond to community housing needs" is no longer considered an appropriate measure of results achieved. In future years, the ministry will consider other ways to measure the effectiveness of strategies for meeting the range of low-income housing needs in specific communities.

CORE BUSINESS 3: PROVIDE PLANNING AND POLICY DEVELOPMENT FOR HOUSING, SENIORS AND ALBERTA'S AGING POPULATION

In 2003-04, the strategic priority for Core Business 3 was to continue to develop the ministry's leadership role with other ministries, other levels of government, housing operators and stakeholder groups in respect of seniors issues and housing initiatives.

Goal 3.1: Government policies, programs and plans effectively anticipate and respond to the needs of current and future seniors and Albertans in need of housing supports.
The ministry pursues this goal by engaging in research, monitoring, and analysis activities on social, economic and political trends, issues, policies, and programs within Alberta, across Canada, and globally.

The ministry leads a number of planning projects, and participates as a partner in others. It collaborates at different levels to draw attention to demographic trends, helping to ensure that any potential impact on current or future seniors of proposed program or policy activities is fully understood and considered. A knowledge-based, collaborative approach to working with partners helps in the development of sustainable policies and programs that are sensitive and responsive to demographic factors.

Supporting the cross ministry Health Sustainability Initiative
Together with Alberta Health and Wellness and Alberta Finance, the ministry continued to co-lead the cross ministry Health Sustainability Initiative. One of the objectives for this initiative for 2003-04 was to expand opportunities to facilitate "aging in place", entailing the promotion of supportive living options. The ministry co-chaired the Long-Term Care Facilities and Supportive Living Working Group which focused on this objective.

The two targets for this objective were to reduce the gap between the charges and services for facility-based long-term care and community living, and to decrease the ratio of persons over age 75 in long-term care compared with Alberta's population over 75, from 80.7 per 1,000 to 78 per 1,000. The rationale for these targets was that supportive living is a more appropriate environment for many seniors and long-term care should be reserved for seniors requiring only the highest level of care.

Both these targets were met by strategies intended to increase options and incentives for seniors to be accommodated more appropriately in supportive living rather than long-term care.

Incentives for supportive living were created through increasing Alberta Seniors Benefit amounts to seniors' lodge residents in recognition of residents' additional service costs. As well, Alberta Seniors continued to support the development of partnerships between housing operators and health authorities to establish supportive living projects that enable seniors with high health needs to remain living in home-like environments, and delaying or preventing the need for moving to long-term care.

The gap in charges for long-term care and community living was addressed by the August 1, 2003 increase in long-term care accommodation charges.

Addressing long-term care accommodation issues

Alberta Seniors worked in partnership with Human Resources and Employment to address issues arising from the increase in long-term care accommodation rates. The result was a common approach to assisting lower-income senior and non-senior residents of long-term care with meeting the increased accommodation rates.

The ministry worked closely with Alberta Health and Wellness, regional health authorities, and with long term care industry representatives to transfer responsibility for long term care accommodation to Alberta Seniors, and to establish processes for ensuring full accountability for this responsibility. Clear definitions of accommodation services to be provided in long term care were established, together with clarification of roles and responsibilities for delivering these services.

Working in partnership with stakeholders, other ministries and other levels of government

Under an agreement made between the ministry and the University of Alberta Department of Dentistry, 536 seniors received $184,807 worth of dental services, with an additional $264,000 in services committed.

The federal/provincial/territorial Ministers Responsible for Seniors held their seventh meeting in Halifax, Nova Scotia in November 2003. The Honourable Stan Woloshyn attended as the senior minister, and led the discussion on three agenda items.

Ministers discussed a wide range of issues, including Canada's aging population, abuse and neglect of older adults, and ways to support caregivers of seniors. Ministers tasked their officials to determine the social and economic costs of abuse and neglect; and to work with other federal/provincial/territorial fora to review various options for providing supports to caregivers. These will be examined within the context of Canada Pension Plan/Quebec Pension Plan and Canadian taxation policies.

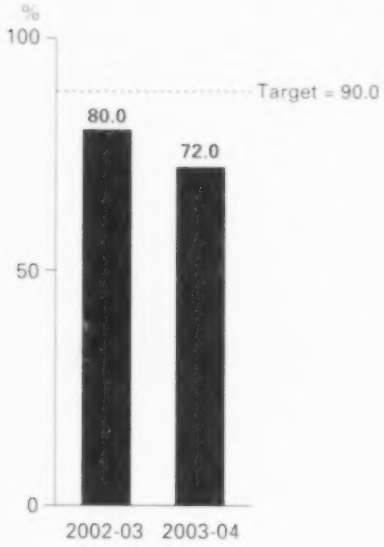
The ministry worked with the Alberta Senior Citizens' Housing Association (ASCHA) on an industry-led project to develop new operating standards and accreditation processes for seniors' housing. Following discussion and agreement with ministry officials on the intent and scope of the project, the ministry committed $170,000 over two years for the developmental phase of the project. Of this, $85,000 was contributed in 2003-04.

Performance Measure for Goal 3.1

Measure: Satisfaction of departments and agencies with the ministry's leadership and collaboration, and with the information, advice and analysis received

The ministry's collaborative activities with other government departments and agencies assist in policy and program research and analysis that take into account the needs of seniors and Albertans in need of housing supports. These activities include membership on joint working groups and initiatives, and the provision of information, advice and analysis of data on seniors and housing. Satisfaction of government departments and agencies is a measure of the quality of the ministry's services in these areas.

Satisfaction of departments and agencies with the ministry's leadership and collaboration, and with the information, advice and analysis received



Source: Alberta Seniors, 2003-2004 Satisfaction Survey, Final Report.

Analysis[8]

Results of a satisfaction survey of the ministry's key stakeholders indicate that 54 respondents (representing 72 per cent) were satisfied overall with services provided. Nine respondents (12 per cent) were slightly satisfied, seven (9 per cent) were slightly dissatisfied, and five (7 per cent) were dissatisfied (including one who was very dissatisfied). The results fell short of the 90 per cent satisfaction target by 18 per cent.

[8] Satisfaction data were gathered by means of a telephone survey of 76 stakeholders. The survey was conducted by a private research company. To select the list of survey participants, ministry staff were asked to review their files and projects from 2003-04 to identify all key stakeholders who met predetermined criteria for inclusion. The final list of stakeholders included Alberta government employees, employees of other provincial governments and the federal government, and representatives of organizations and agencies that work in the areas of seniors services or housing. A private research company conducted the survey in April and May, 2004. Respondents were asked to rate their satisfaction with the courtesy, accessibility, responsiveness, knowledge and leadership of staff, as well as the quality, accuracy, completeness and timeliness

By comparison, in 2002-03, 80 per cent of respondents reported being satisfied overall, with 12 per cent slightly satisfied, four per cent slightly dissatisfied, and four per cent dissatisfied or very dissatisfied.

According to the survey results, areas of highest satisfaction (between 79 and 93 per cent) included quality of information provided and staff knowledge, preparation for meetings, accessibility, and courtesy. Areas reporting lower satisfaction levels include informing stakeholders of issues relating to seniors and housing. Results also indicate areas such as initiating or planning projects and contributing to joint project goals scored relatively low in satisfaction.

The reduction in satisfaction rates in this year's survey may reflect that the measure does not capture the way the ministry's businesses have evolved. The ministry's activities are now targeted to specific ministry and cross-ministry initiatives as well as partnerships with housing organizations. General information provision is less of a priority.

This measure has been revised in the 2004-07 business plan. The new measure is "satisfaction of departments and agencies with the ministry's collaborative activities, and contribution to joint initiatives." In the next survey, questions for this measure will focus more specifically on projects in which the ministry is directly involved. The ministry will continue to work towards improving its performance and meeting the 90 per cent target for 2004-05.

of information received. Respondents were also asked to rate their overall satisfaction with the services provided.

A total of 76 questionnaires were completed, with 75 responses to the question on overall satisfaction. The results from the top two categories of a six-point rating scale, "very satisfied" and "satisfied", were combined to obtain an overall rating of satisfaction.

[1] It should be noted that the relatively small size of the population surveyed influences the validity of the results. Small populations tend to magnify differences among respondents, which may result in exaggerated rather than truly representative results.

Financial Performance Highlights

The financial results for the Ministry of Seniors for the year ended March 31, 2004 include the activities of the Department of Seniors and the Alberta Social Housing Corporation. More detailed information can be found in the attached financial statements.

The consolidated financial results for 2003-2004 show that the Ministry of Seniors spent $445.1 million against an authorized budget of $445.2 million.

$416.6 million, or 93.6 per cent of ministry expenditures in 2003-04 were spent in the core functions of the ministry. These involved direct assistance to individuals and organizations in the form of grants; contracts for operators of homeless shelters and transitional housing; and debt servicing and amortization costs for the housing units used in delivering our programs.

Grant expenditures totaled $335.3 million, with $214.9 million of the grant expenditures being directed to provide financial assistance to eligible lower-income seniors through programs like Alberta Seniors Benefit and Special Needs Assistance for Seniors. Under the housing programs, the ministry expended $101.0 million for grants to local housing providers. $41 million of this amount involved expenditures under the Canada-Alberta Affordable Housing Program Agreement, which will result in the development of over 870 new affordable housing units. In addition, $17.9 million was spent to assist homeless shelter operators and to support homeless initiatives.

Financial Performance Highlights

Other expenses for the ministry consisted of $67.4 million for interest charges for long-term debt and amortization relating to the housing portfolio. Manpower and general supplies and services costs to deliver ministry programs totaled $28.4 million, and made up just over 6 per cent of ministry expenditures.

Summary of Ministry Expenses – $445.1 million

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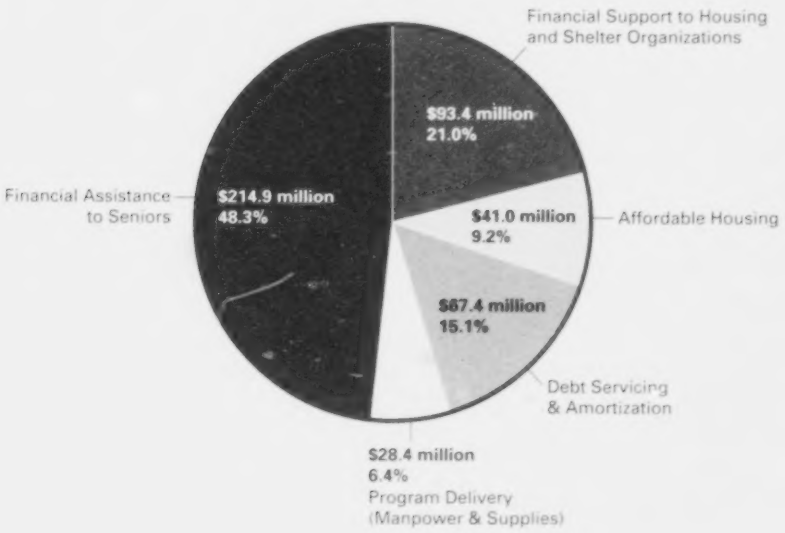
Summary of Ministry Expenses – $445.1 million



Forward Looking Information

Changes in the social and economic environment of the province may affect the Ministry of Seniors' performance and results in the future. Long-term and short term trends in income, employment, and economic prosperity affect both seniors and persons in need of housing supports, and have important implications for the ministry's programs, initiatives, and future planning.

With regard to seniors, evidence indicates an increasing gap between seniors' income and expenses over the past few years. More seniors have had difficulty making ends meet on relatively low, fixed incomes, and certain groups of seniors in particular have incurred especially high costs as they age. The government acknowledged these trends with significant reinvestment in seniors' programs announced in August 2004. Elimination of health care premiums for all seniors, reinstatement of dental and optical benefits, and other enhancements to seniors' finances will mitigate some of the effects of rising costs.

However, as Alberta's population ages, the ministry will look beyond today's seniors and consider how Alberta might prepare its programs, services and infrastructure for tomorrow's seniors, especially those Albertans who make up the "baby boom" generation. Continued monitoring of trends, long-range planning, and sound policy research will help seniors' programs remain sustainable, relevant, and flexible to serve future generations of seniors as well as current seniors.

The growing seniors population, and in particular the increase in the numbers of seniors aged 85 and over, indicates a need for continued vigilance in regard to the quality of services provided to frail seniors. With Alberta Seniors' assumption of responsibility for long-term care accommodation rates, the ministry will continue to focus considerable effort on ensuring that processes are in place to monitor the quality of accommodation services in long-term care.

With regard to housing, the ministry, in partnership with the federal government and local housing organizations, has made great strides in increasing the availability of affordable housing and supportive housing for lower-income Albertans and those with special needs. Through initiatives such as the Canada-Alberta Affordable Housing Program and the Homelessness Initiative, the ministry has been successful in assisting communities to build and manage housing that is targeted to local community conditions and demonstrated need.

However, if Alberta's strong economic growth continues, the private real estate market will remain buoyant. While this is a positive trend for Alberta as a whole, much private sector housing will continue to be beyond the reach of many lower-income Albertans, including seniors on fixed incomes, persons working in low-wage jobs, and persons with special needs. The ministry will need to keep track of market trends, and continue to build on the partnerships that have been successful in identifying community housing needs and priorities and generating capital for new housing. A continuing challenge will be to enable homeless shelters to assist their clients in moving to longer-term housing, and to access the supports they need to achieve stability in their lives.

New opportunities are presented with the ministry's continuing involvement in the cross ministry Health Sustainability Initiative, including the initiative's response to the provincial mental health services plan. Alberta Seniors looks forward to working on the initiative with Alberta Health and Wellness and Alberta Finance to facilitate aging in place by seniors and the development of appropriate supportive housing for persons with mental illness.

Finally, the ministry anticipates new challenges and opportunities for delivering quality services to dependent adults and other clients of the Office of the Public Guardian. In particular, reviews of both the *Dependent Adults Act* and the *Personal Directives Act* are planned. These legislative reviews are likely to provide important new insights into how Alberta may continue to respond appropriately to the needs of dependent adults and their families and support networks.

These opportunities and challenges have guided the ministry in developing the following strategic priorities for 2004-07:

- Contributing to sustainable and high quality continuing care
- Supporting an aging population
- Clarifying roles and responsibilities for housing
- Achieving sustainable housing services
- Developing strategic directions for the Office of the Public Guardian.

These are in addition to the ministry's important ongoing core activities, and are intended to form a central focus of the ministry's work over the coming business planning cycle.

FINANCIAL INFORMATION

MINISTRY OF SENIORS

Consolidated Financial Statements

March 31, 2004

MINISTRY OF SENIORS

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March 31, 2004

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Schedule 4 Related Party Transactions

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Auditor's Report

AUDITOR GENERAL *Alberta*

To the Members of the Legislative Assembly

I have audited the consolidated statement of financial position of the Ministry of Seniors as at March 31, 2004 and the consolidated statements of operations and cash flows for the year then ended. These financial statements are the responsibility of the management of the Ministry. My responsibility is to express an opinion on these financial statements based on my audit.

Except as explained in the following paragraph, I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In the current and two previous fiscal years, management organizations have made capital additions to seniors lodges owned by the Ministry. In 6 of 11 cases, the Ministry has recorded the additions as its assets and capitalized $8.9 million. In the other five cases, the additions, amounting to $13.3 million, have not been recorded as capital assets by the Ministry. Management has asserted that the accounting treatment for the capital additions is in accordance with its business intention. However, it has been unable to supply documentary evidence to support its assertions.

Described below is an exception from Canadian generally accepted accounting principles:

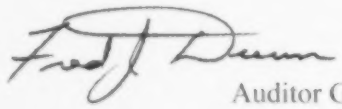
Excluded Assets

As disclosed in Note 14, the Ministry has not recorded reserve funds retained by management organizations. This omission has resulted in an understatement of assets and net assets as at March 31, 2004 of $21.7 million and an understatement of revenues for the year ended March 31, 2004 of $2 million.

Auditor's Report

AUDITOR GENERAL *Alberta*

In my opinion, except for the effects of excluded assets described in the preceding paragraph and except for the effect of adjustments, if any, which I might have determined necessary had I been able to satisfy myself with respect to the ownership of the additions to seniors lodges owned by the Ministry as described above, these consolidated financial statements present fairly, in all material respects, the financial position of the Ministry as at March 31, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



FCA
Auditor General

Edmonton, Alberta
May 21, 2004

MINISTRY OF SENIORS

Consolidated Statement of Operations

Year ended March 31, 2004
(thousands of dollars)

	2004 Budget (Schedule 3)	2004 Actual	2003 Actual (Note 3)
Revenues (Schedule 1)			
Transfers from the Government of Canada	$ 85,379	$ 87,905	$ 73,503
Investment income	849	1,511	1,501
Other revenue	4,957	3,688	17,901
	91,185	93,104	92,905
Expenses - Directly Incurred (Note 2c and Schedules 2 and 5)			
Provide financial support and information services to seniors	196,100	229,200	192,379
Support the management and enable the provision of family, special purpose and seniors housing	137,216	152,965	121,975
Provide planning and policy development for housing, seniors and Alberta's aging population	2,344	2,269	1,912
Ministry support services	3,927	3,825	3,038
Grants in kind	14,333	14,312	21,552
Debt servicing costs	43,109	43,523	45,117
	397,029	446,094	385,973
Valuation adjustments			
Provision for (recovery of):			
Doubtful accounts	100	418	36
Vacation pay	85	114	157
Guarantees, indemnities, and mortgages	85	(80)	(149)
Tangible capital assets	-	(1,477)	129
	270	(1,025)	173
	397,299	445,069	386,146
Gain on disposal of tangible capital assets	(10,749)	(11,183)	(7,457)
Net operating results	$ (295,365)	$ (340,782)	$ (285,784)

The accompanying notes and schedules are part of these consolidated financial statements.

MINISTRY OF SENIORS

Consolidated Statement of Financial Position

As at March 31, 2004
(thousands of dollars)

	2004	2003 (Note 3)
Assets		
Cash (Note 4)	$ 40,791	$ 35,770
Accounts receivable (Note 5)	26,503	16,430
Loans and advances (Note 6)	21,576	20,479
Deferred financing charges	1,629	1,911
Tangible capital assets (Note 7)	780,122	809,729
	$ 870,621	$ 884,319
Liabilities		
Accounts payable and accrued liabilities	59,055	37,550
Allowance for losses on guarantees and indemnities (Note 8)	580	644
Advance from Alberta Finance (Note 9)	34,900	35,160
Long-term debt (Note 10)	472,451	494,459
	566,986	567,813
Net Assets		
Net assets at beginning of year (Note 3)	316,506	321,413
Net operating results	(340,782)	(285,784)
Net transfer from General Revenues	327,911	280,877
Net assets, end of year	303,635	316,506
	$ 870,621	$ 884,319

The accompanying notes and schedules are part of these consolidated financial statements.

MINISTRY OF SENIORS

Consolidated Statement of Cash Flows

Year ended March 31, 2004
(thousands of dollars)

	2004	2003 (Note 3)
Operating transactions		
Net operating results	$ (340,782)	$ (285,784)
Non-cash items included in net operating results		
Amortization	23,849	24,110
Grants in kind	14,312	21,552
Amortization of deferred financing charges	282	173
Gain on disposal of tangible capital assets	(11,183)	(7,457)
Valuation adjustments and other provisions	(1,025)	173
	(314,547)	(247,233)
Increase in accounts receivable before provisions	(10,491)	(5,564)
Increase in accounts payable and accrued liabilities before valuation adjustments	21,391	9,909
Cash applied to operating transactions	(303,647)	(242,888)
Investing transactions		
Repayments of loans and advances	3,869	4,818
Additions to loans and advances	(4,950)	-
Disposal of tangible capital assets	5,066	73
Acquisition of tangible capital assets	(189)	(209)
Contributions in kind	(865)	(6,124)
Transfers of tangible capital assets	94	-
Cash provided (applied to) investing transactions	3,025	(1,442)
Financing transactions		
Net transfer from General Revenues	327,911	280,877
Repayment of advance from Alberta Finance	(260)	(475)
Repayment of long-term debt	(22,008)	(20,239)
Cash provided by financing transactions	305,643	260,163
Increase in cash	5,021	15,833
Cash, beginning of year	35,770	19,937
Cash, end of year	$ 40,791	$ 35,770

The accompanying notes and schedules are part of these consolidated financial statements.

Notes to the Consolidated Financial Statements

Year ended March 31, 2004
(thousands of dollars)

NOTE 1 AUTHORITY AND PURPOSE

The Minister of Seniors (Minister) has, by the *Government Organization Act* and its regulations, been designated responsible for various Acts. To fulfill these responsibilities, the Minister is responsible for the organizations listed in Note 2(a). The authority under which each organization operates is also listed in Note 2(a). Together these organizations form the Ministry of Seniors (Ministry).

The purpose of the Ministry is to provide services, programs and information that contribute to the well-being and independence of seniors, Albertans in need of housing supports, and other clients of the ministry.

This is done by:

- Delivering programs and services for seniors and the aging population, and administering the Office of the Public Guardian.
- Supporting the provision of housing for seniors, families, and persons with special needs including providing shelter services for homeless Albertans.
- Providing planning and policy development for housing, seniors and Alberta's aging population.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate. These consolidated financial statements are prepared in accordance with the following accounting policies that have been established by government for all ministries.

(a) Reporting Entity

The reporting entity is the Ministry of Seniors. The Government Accountability Act defines a Ministry as including the Department and any Provincial agency and Crown-controlled organization for which the Minister is responsible.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(a) Reporting Entity (continued)

These consolidated financial statements include the accounts of the following organizations:

Organization	Authority
Department of Seniors	*Government Organization Act*
Alberta Social Housing Corporation	*Alberta Housing Act*

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Minister of Finance. All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net transfer from General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Consolidation

The accounts of the organizations listed in Note 2(a) above have been consolidated. Revenue and expense transactions, investing and financing transactions, and related asset and liability accounts between the consolidated organizations were eliminated upon consolidation.

(c) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual method of accounting with the exception of interest on Rural and Native mortgages that are classified as non-accrual. Rural and Native mortgages are classified as non-accrual when payments are sixty days in arrears. Interest on non-accrual loans is recorded on a cash basis.

Cash received for which goods or services have not been provided by year-end is recorded as unearned revenue.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(c) Basis of Financial Reporting (continued)

Expenses

Directly incurred

Directly incurred expenses are those costs the Ministry has primary responsibility and accountability for, as reflected in the Government's budget documents.

In addition to program operating expenses such as salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets.
- pension costs which comprise the cost of employer contributions for current service of employees during the year.
- debt servicing cost on long term debt.
- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay, and guarantees and indemnities.

Incurred by others

Services contributed by other entities in support of the Ministry's operations are disclosed in Schedule 5.

Assets

Financial assets of the Ministry are limited to cash and financial claims, such as advances to and receivables from other organizations, employees and other individuals.

Loans and advances include mortgages that are reported at cost less provisions for losses, and agreements receivable. Cost of mortgages includes amounts advanced, accrued interest, and other charges, less repayments and subsidies.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(c) Basis of Financial Reporting (continued)

Assets (continued)

Assets acquired by right are not included. Tangible capital assets of the Ministry are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100. The threshold for all other tangible capital assets is $15 in the Department of Seniors and $5 in the Alberta Social Housing Corporation. All land and work in progress are capitalized at cost and not amortized. Donated tangible capital assets are recorded at their fair value at the time of contribution.

When tangible capital assets are gifted or sold for a nominal sum to parties external to the government reporting entity, the fair values of these tangible capital assets less any nominal proceeds are recorded as grants in kind.

Deferred charges on debt financing are amortized over the life of the debt on a straight-line basis.

Liabilities

Liabilities include all financial claims payable/provided for by the Ministry at the fiscal year end.

Net Assets

Net assets represent the difference between the carrying value of assets held by the Ministry and its liabilities.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(c) Basis of Financial Reporting (continued)

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accounts payable and accrued liabilities and advance from Alberta Finance are estimated to approximate their carrying values because of the short term nature of these instruments. Fair values of loans and advances are not reported due to there being no organized financial market for the instruments and it is not practicable within constraints of timelines or cost to estimate the fair value with sufficient reliability.

Measurement Uncertainty

Measurement uncertainty exists when there is a significant variance between the amount recognized in the financial statements and another reasonably possible amount. The allowance for losses on land (Note 7), recorded as $213 is subject to measurement uncertainty. Allowance for losses on guarantees and indemnities (Note 8), recorded as $580 in these financial statements, is also subject to measurement uncertainty.

NOTE 3 GOVERNMENT RESTRUCTURING

As a result of government restructuring announced on March 27, 2003 (OC123/2003), there were the following changes in the responsibilities of the Ministry.

- Office of the Public Guardian was transferred from the Ministry of Human Resources and Employment.
- Shelters for the Homeless Adults program was transferred from the Ministry of Human Resources and Employment.

NOTE 3 GOVERNMENT RESTRUCTURING (CONTINUED)

Comparatives for 2003 have been restated as if the Ministry had always been assigned its current responsibilities.

Net assets as previously reported at March 31, 2002	$ 321,847
Transfer from Ministry of Human Resources and Employment	(434)
Net assets as at April 1, 2002	$ 321,413
Net operating results as reported March 31, 2003	$ (265,774)
Transfer from Ministry of Human Resources and Employment	(20,010)
Net restated operating results as of March 31, 2003	$ (285,784)

NOTE 4 CASH

Cash consists of deposits in the Consolidated Cash Investment Trust Fund (CCITF) of the Province of Alberta. CCITF is being managed by Alberta Finance with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio is comprised of high quality short-term and mid-term fixed income securities with a maximum term to maturity of three years. Interest is earned on the Ministry's daily cash balance at the average rate of CCITF's earnings, which varies depending on prevailing market interest rates. Due to the short-term nature of these deposits the carrying value approximates fair value.

Year ended March 31, 2004
(thousands of dollars)

NOTE 5 ACCOUNTS RECEIVABLE

	2004			2003
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Management organizations	$ 2,180	$ -	$ 2,180	$ 7,140
Sales Receivable	10	-	10	10
Canada Mortgage and Housing Corporation	23,487	-	23,487	8,319
Refunds from suppliers	-	-	-	15
Accounts receivable	987	(161)	826	946
	$ 26,664	$ (161)	$ 26,503	$ 16,430

Accounts receivable are unsecured and non-interest bearing.

NOTE 6 LOANS AND ADVANCES

	2004			2003
	Gross Amount	Allowance for Losses	Net Realizable Value	Net Realizable Value
Program mortgages [a]	$ 16,534	$ (8)	$ 16,526	$ 20,291
Agreements receivable	4,950	-	4,950	-
Other receivables [b]	100	-	100	188
	$ 21,584	$ (8)	$ 21,576	$ 20,479

[a] These mortgages are provided under the Rural and Native Housing program with payments based on an amortization period of 25 years and five-year interest renewal terms.

[b] Financial agreements with First Nations and individuals under the Rural Emergency Housing Program.

NOTE 7 TANGIBLE CAPITAL ASSETS

		2004				2003
	Estimated Useful Life Years	Cost	Accumulated Amortization	Allowance for Losses	Net Book Value	Net Book Value
Land	N/A	$ 13,469	$ -	$ (213)	$ 13,256	$ 12,151
Housing properties	10 to 50	1,229,256	(463,054)	-	766,202	796,563
Computer hardware and software	5	3,095	(2,481)	-	614	958
Equipment	10	57	(7)	-	50	57
		$ 1,245,877	$ (465,542)	$ (213)	$ 780,122	$ 809,729

Year ended March 31, 2004
(thousands of dollars)

NOTE 8 GUARANTEES AND INDEMNITIES

The Ministry has outstanding guarantees that were issued by the Alberta Social Housing Corporation on the sale of certain of its mortgages whereby the Corporation will reimburse mortgagees for any losses that may occur on default by mortgagors. Any claims for losses by the mortgagees will be reduced by the amounts realized from the sale of the underlying properties.

Guaranteed amounts, the last of which was guaranteed on March 30, 1994, are as follows:

	2004	2003
Mortgages on single family properties, guaranteed to 2015	$ 36	$ 39
Mortgages on multi-unit rental properties and land, guaranteed to:		
2004	-	1,971
2007	6,905	7,023
2008	-	662
2009	235	284
2011	30,813	35,579
2018	896	935
	38,849	46,454
	$ 38,885	$ 46,493

Under the former mobile home loan insurance program, the Ministry through the Alberta Social Housing Corporation has agreed to indemnify losses on mobile home loans issued by financial institutions. The outstanding loans as at March 31, 2004 amount to $2,741 (2003 - $3,776). This program was terminated effective October 1, 1993. However the Ministry through the Alberta Social Housing Corporation has an ongoing commitment on insurance policies remaining in force.

An allowance for losses has been made on these guarantees and indemnities in the amount of $580 (2003 - $644)

NOTE 9 ADVANCE FROM ALBERTA FINANCE

The advance is interest free and is repayable on demand.

NOTE 10 LONG-TERM DEBT

The Ministry's long-term debt and exposure to interest rate risk is summarized in the following table:

	2004	2003
Debentures payable:		
Canada Mortgage and Housing Corporation [a]	$ 80,697	$ 81,651
Alberta Heritage Savings Trust Fund [b]	94,656	100,038
Note payable to Alberta Finance [c]	297,098	312,770
	$ 472,451	$ 494,459

[a] maturing 2023 to 2030 with a weighted average effective rate of 9.62%.

[b] maturing June 2011 to January 2012 with a weighted average effective rate of 17.41%.

[c] maturing September 16, 2016 with an effective rate of 5.93%.

The Province of Alberta guarantees the repayment of principal and interest on all borrowings.

The debentures, including interest thereon, are repayable in equal annual or semi-annual instalments, and the note payable is repayable in equal semi-annual instalments.

Approximate aggregate repayments of principal due in each of the next five years are:

2004-2005	$ 23,975
2005-2006	26,170
2006-2007	28,626
2007-2008	31,381
2008-2009	34,479
thereafter	327,820
	$ 472,451

NOTE 10 LONG-TERM DEBT (CONTINUED)

Long-term debt has a fair value of $118,920 for Canada Mortgage and Housing Corporation debentures, $150,124 for Alberta Heritage Savings Trust Fund debentures and $326,600 for Note payable to Alberta Finance. Fair values for debt are based on the Province of Alberta's current borrowing rates, which are available to the Ministry for debt with similar terms and maturities.

NOTE 11 COMMITMENTS

As at March 31, 2004 the Ministry has the following commitments:

	2004	2003
Agreements[a]	$ 264,147	$ 257,628
Lease Commitments[b]	46,862	48,193
	$ 311,009	$ 305,821

(a) The Ministry has long term agreements with not-for-profit organizations and providers of rent supplement units.

(b) The Ministry leases land under various operating leases to provide social housing. The Ministry also leases vehicles under operating leases. The aggregrate amounts payable for the unexpired terms of these leases are as follows:

	2004	2003
2003 - 2004	-	1,409
2004 - 2005	1,416	1,386
2005 - 2006	1,395	1,364
2006 - 2007	1,367	1,352
2007 - 2008	1,348	1,347
2008 - 2009	1,348	1,347
Thereafter	39,988	39,988
	$ 46,862	$ 48,193

NOTE 12 TRUST FUNDS UNDER ADMINISTRATION

The Ministry administers trust funds on behalf of the clients of Gunn Centre. Because the Province has no equity in the funds, they are not included in the Ministry's financial statements. As at March 31, 2004, the trust funds under administration totalled $11 (2003 - $11). A separate bank account is maintained for these funds.

NOTE 13 CONTINGENCIES

As at March 31, 2004, the Ministry is a defendant in ten legal claims (2003 - ten legal claims). The claims have a specified amount totalling $2,747 (2003 - $3,609). In seven of ten legal claims, the Ministry has been jointly named with other entities. Two claims amounting to $1,350 (2003 - two claims amounting to $1,975) are covered by the Alberta Risk Management Fund.

The resulting loss, if any, from these claims cannot be determined.

NOTE 14 HOUSING PROPERTIES

The Ministry supports the provision of seniors, family and special purpose housing through various management organizations. The Ministry provides grants to organizations that have expenses in excess of revenues, and recovers amounts from organizations that have revenues in excess of expenses. These management organizations are permitted to retain funds in a reserve account in accordance with Ministry guidelines. Amounts in the reserve account can be used to address emergency and building issues, or as instructed by the Ministry. The reserve funds totaling $21,709 are not recorded in the Ministry's financial statements. Management organizations do not record expenses for interest on long-term debt and amortization of buildings. These costs are incurred and recorded by Alberta Social Housing Corporation.

Year ended March 31, 2004
(thousands of dollars)

NOTE 14 HOUSING PROPERTIES (CONTINUED)

Information on revenues and expenses of management organizations is disclosed so as to provide the reader with an understanding of the scope of the housing services being provided by the management organizations.

	2004	2003
Revenues	$ 102,217	$ 103,629
Expenses	110,525	101,457
Net operating results	(8,308)	2,172
Amounts retained in the year	(1,985)	(4,551)
Net results	$ (10,293)	$ (2,379)

The above results are recorded on the statement of operations for the year as follows:

	2004	2003
Recoveries from management organizations	$ 220	$ 5,718
Refunds of expenses - management organizations	-	339
Grants to management organizations	(10,513)	(8,436)
Net results	$ (10,293)	$ (2,379)

NOTE 15 PROGRAM RECOVERIES

Cost-sharing agreements provide for a contribution by Canada Mortgage and Housing Corporation towards the capital costs, subsidies on rental properties, mortgages and for certain administration and net operating results on approved social housing program projects.

NOTE 16 DEFINED BENEFIT PLANS

The Ministry participates in the multi-employer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The Ministry also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $1,136 for the year ended March 31, 2004 (2003 - $894).

At December 31, 2003, the Management Employees Pension Plan reported a deficiency of $290,014 (2002 - $301,968) and the Public Service Pension Plan reported an actuarial deficiency of $596,213 (2002 - $175,528). At December 31, 2003, the Supplementary Retirement Plan for Public Service Managers had an actuarial surplus of $9,312 (2002 - $6,472).

The Ministry also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2004, the Bargaining Unit Plan reported an actuarial deficiency of $9,766 (2003 - $14,434) and the Management, Opted Out and Excluded Plan an actuarial surplus of $1,298 (2003 - actuarial deficiency of $3,053). The expense for these two plans is limited to employer's annual contributions for the year.

NOTE 17 COMPARATIVE FIGURES

Certain 2003 figures have been reclassified to conform to 2004 presentation.

NOTE 18 APPROVAL OF CONSOLIDATED FINANCIAL STATEMENTS

The consolidated financial statements were approved by the Senior Financial Officer and the Deputy Minister of Seniors.

MINISTRY OF SENIORS

Revenues

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 1

	2004 Budget	2004 Actual	2003 Actual (Note 3)
Transfers from the Government of Canada			
Recoveries from Canada Mortgage and Housing Corporation	$ 85,329	$ 87,763	$ 73,436
Recoveries from Indian and Northern Development	50	142	67
	85,379	87,905	73,503
Investment income			
Interest	849	1,511	1,501
Other revenue			
Recoveries from management organizations	4,370	220	5,718
Program recoveries	-	-	35
Contributions in kind	-	865	6,124
Refunds of expenses	135	1,452	1,455
Miscellaneous	347	509	3,767
Rental properties	105	642	802
	4,957	3,688	17,901
	$ 91,185	$ 93,104	$ 92,905

MINISTRY OF SENIORS

Expenses – Directly Incurred Detailed by Object

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 2

	2004 Budget	2004 Actual	2003 Actual (Note 3)
Expenses			
Salaries, wages and employee benefits	$ 20,180	$ 19,676	$ 17,936
Supplies and services	23,084	23,654	23,481
Supplies and services from support service arrangements with related parties	-	-	274
Grants	286,446	335,323	275,816
Debt servicing costs	43,109	43,523	45,117
Other	64	69	68
Amortization of tangible capital assets	24,146	23,849	24,110
Total expenses before recoveries	397,029	446,094	386,802
Less: Recovery from support service arrangements with related parties	-	-	(829)
	$ 397,029	$ 446,094	$ 385,973
Valuation adjustments			
Provision for (recovery of) losses on:			
Doubtful accounts	$ 100	$ 418	$ 36
Vacation pay	85	114	157
Guarantees, indemnities, and mortgages	85	(80)	(149)
Tangible capital assets	-	(1,477)	129
	$ 270	$ (1,025)	$ 173

MINISTRY OF SENIORS

Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 3

	2003-04		
	Estimates	Authorized Supplementary [a]	Authorized Budget
Revenues			
Transfers from the Government of Canada	$ 85,379	$ -	$ 85,379
Investment income	849	-	849
Other revenue	4,957	-	4,957
	91,185	-	91,185
Expenses			
Provide financial support and information services to seniors	196,100	33,550	229,650
Support provision and management of family, special purpose, and seniors housing	137,216	14,320	151,536
Provide planning and policy development for housing, seniors and Alberta's aging population	2,344	-	2,344
Ministry support services	3,927	-	3,927
Grants in kind	14,333	-	14,333
Debt servicing costs	43,109	-	43,109
	397,029	47,870	444,899
Valuation adjustments			
Provision for (recovery of) losses on:			
Doubtful accounts	100	-	100
Vacation pay	85	-	85
Guarantees, indemnities, and mortgages	85	-	85
Tangible capital assets	-	-	-
	270	-	270
	397,299	47,870	445,169
Gain on disposal of tangible capital assets	(10,749)	-	(10,749)
Net operating results	$ (295,365)	$ (47,870)	$ (343,235)
Equipment purchases	$ (60)	$ -	$ (60)
Capital investment	$ -	$ -	$ -

[a] Supplementary estimates were approved on December 4, 2003 for $36,970 and on March 11, 2004 for $10,900.

Related Party Transactions

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 4

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the Ministry.

The Ministry and its employees paid or collected certain taxes and fees set by regulation for permits, licenses and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this Schedule.

The Ministry receives services under contracts managed by the Ministry of Government Services (ACSC). Any commitments under these contracts are reported by ACSC. The Ministry had the following transactions with related parties recorded in the financial statements at the amount of consideration agreed upon between the related parties:

	Other Entities	
	2004	2003 (Note 3)
Expenses - Directly Incurred		
Other services	$ 2,933	$ 2,736
Debt servicing costs	35,603	37,200
	$ 38,536	$ 39,936
Tangible Capital Assets Transferred	$ (94)	$ -
Deferred financing charges: Alberta Finance	$ 1,629	$ 1,911
Accounts payable to Alberta Finance [a]	$ 332,722	$ 348,692
Accounts payable to Alberta Heritage Savings Trust Fund [a]	102,059	107,809
	$ 434,781	$ 456,501

The above transactions do not include support service arrangement transactions disclosed in Schedule 2.

The Ministry also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements and are disclosed on Schedule 5.

	Other Entities	
	2004	2003
Expenses - Incurred by others		
Accommodation[b]	$ 3,029	$ 1,473
Legal services	234	274
Other services	166	125
	$ 3,429	$ 1,872

[a] Debt and accrued interest on debt.

[b] Current year include $1,729 for accommodation costs for programs transferred from HRE.

MINISTRY OF SENIORS

Allocated Costs

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 5

	2004										2003
				Valuation Adjustments							
Program	Expenses[1]	Debt Servicing Costs[1]	Grants in Kind[1]	Accommodation Costs	Legal Services	Other Services	Losses/ Recoveries	Vacation Pay	Doubtful Accounts	Total Expenses	Total Expenses (Note 3)
Provide financial support and information services to seniors	$ 229,200	$ -	$ -	$ 1,271	$ 98	$ 166	$ -	$ 77	$ 421	$ 231,233	$ 193,526
Support the management and enable the provision of family, special purpose and seniors housing	152,965	43,523	14,312	1,723	133	-	(1,557)	5	(3)	211,101	189,461
Provide planning and policy development for housing, seniors, and Alberta's aging population	2,269	-	-	13	1	-	-	47	-	2,330	1,919
Ministry support services	3,825	-	-	22	2	-	-	(15)	-	3,834	3,112
	$ 388,259	$ 43,523	$ 14,312	$ 3,029	$ 234	$ 166	$ (1,557)	$ 114	$ 418	$ 448,498	$ 388,018

[1] Expenses - Directly Incurred as per Statement of Operations, excluding valuation adjustments.

DEPARTMENT OF SENIORS

Financial Statements

March 31, 2004

DEPARTMENT OF SENIORS

Financial Statements

March 31, 2004

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Schedule 5 Salary and Benefits Disclosure

Schedule 6 Related Party Transactions

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Auditor's Report

AUDITOR GENERAL *Alberta*

To the Minister of Seniors

I have audited the statement of financial position of the Department of Seniors as at March 31, 2004 and the statements of operations and cash flows for the year then ended. These financial statements are the responsibility of the management of the Department. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

Described below is an exception from Canadian generally accepted accounting principles:

Excluded assets

As disclosed in Note 10, the Department has not recorded reserve funds retained by management organizations. This omission has resulted in an understatement of assets and net assets as at March 31, 2004 of $21.7 million and an understatement of revenues for the year ended March 31, 2004 of $2 million.

In my opinion, except for the effects of excluded assets described in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Department as at March 31, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles

Fred J. Dunn FCA
Auditor General

Edmonton, Alberta
May 21, 2004

DEPARTMENT OF SENIORS

Statement of Operations

Year ended March 31, 2004
(thousands of dollars)

	2004		2003
	Budget (Schedule 3)	Actual	Actual (Note 3)
Revenues (Schedule 1)			
Transfers from the Government of Canada	$ 30,350	$ 30,922	$ 18,861
Other revenue	4,610	1,784	7,337
	34,960	32,706	26,198
Expenses - Directly Incurred (Note 2b and Schedule 7)			
Voted (Schedules 2 and 4)			
Seniors services	196,886	229,983	193,111
Housing services	133,192	147,477	115,961
Ministry support services	4,428	4,299	3,228
	334,506	381,759	312,300
Statutory (Schedules 2 and 4)			
Valuation adjustments			
Provision for doubtful accounts	100	421	29
Provision for vacation pay	85	114	157
	185	535	186
	334,691	382,294	312,486
Loss on disposal of tangible capital assets	-	-	42
Net operating results	$ (299,731)	$ (349,588)	$ (286,330)

The accompanying notes and schedules are part of these financial statements.

DEPARTMENT OF SENIORS

Statement of Financial Position

As at March 31, 2004
(thousands of dollars)

	2004	2003 (Note 3)
Assets		
Cash	$ 10,244	$ 8,247
Accounts receivable (Note 4)	24,560	17,282
Due from Alberta Social Housing Corporation	310	9,165
Tangible capital assets (Note 5)	664	1,015
	$ 35,778	$ 35,709
Liabilities		
Accounts payable and accrued liabilities	48,083	26,337
Net assets		
Net assets at beginning of year (Note 3)	9,372	14,825
Net operating results	(349,588)	(286,330)
Net transfer from General Revenues	327,911	280,877
Net assets at end of year	(12,305)	9,372
	$ 35,778	$ 35,709

The accompanying notes and schedules are part of these financial statements.

DEPARTMENT OF SENIORS

Statement of Cash Flows

Year ended March 31, 2004
(thousands of dollars)

	2004	2003 (Note 3)
Operating transactions		
Net operating results	$ (349,588)	$ (286,330)
Non-cash items included in net operating results		
Amortization	297	436
Valuation adjustments	535	186
Loss on disposal of tangible capital assets	-	42
	(348,756)	(285,666)
Increase in accounts receivable before valuation adjustments	(7,699)	(6,221)
Decrease in due from Alberta Social Housing Corporation	8,855	7,000
Increase in accounts payable and accrued liabilities before valuation adjustments	21,632	12,402
Cash applied to operating transactions	(325,968)	(272,485)
Capital transactions		
Acquisition of tangible capital assets	(40)	(153)
Transfer of tangible capital assets	94	-
Cash applied to capital transactions	54	(153)
Financing transactions		
Net transfer from General Revenues	327,911	280,877
Increase in cash	1,997	8,239
Cash, beginning of year	8,247	8
Cash, end of year	$ 10,244	$ 8,247

The accompanying notes and schedules are part of these financial statements.

Year ended March 31, 2004
(thousands of dollars)

NOTE 1 AUTHORITY AND PURPOSE

The Department of Seniors operates under the authority of the *Government Organization Act*, Chapter G-10 Revised Statutes of Alberta 2000.

The purpose of the Department is to provide services, programs and information that contribute to the well-being and independence of seniors, Albertans in need of housing supports, and other clients of the ministry.

This is done by:

- Delivering programs and services for seniors and the aging population, and administering the Office of the Public Guardian.
- Supporting the provision of housing for seniors, families, and persons with special needs including providing shelter services for homeless Albertans.
- Providing planning and policy development for housing, seniors and Alberta's aging population.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate. These financial statements are prepared in accordance with the following accounting policies that have been established by government for all departments.

(a) Reporting Entity

The reporting entity is the Department of Seniors, which is part of the Ministry of Seniors and for which the Minister of Seniors is accountable. The other entity reporting to the Minister is the Alberta Social Housing Corporation. The Corporation's activities are not included in these financial statements. The Ministry Annual Report provides a more comprehensive accounting of the financial position and results of the Ministry's operations for which the Minister is accountable.

Year ended March 31, 2004
(thousands of dollars)

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(a) Reporting Entity (continued)

All departments of the Government of Alberta operate within the General Revenue Fund (the Fund). The Fund is administered by the Minister of Finance. All cash receipts of departments are deposited into the Fund and all cash disbursements made by departments are paid from the Fund. Net transfer from General Revenues is the difference between all cash receipts and all cash disbursements made.

(b) Basis of Financial Reporting

Revenues

All revenues are reported on the accrual method of accounting. Cash received for which goods or services have not been provided by year-end is recorded as unearned revenue.

Expenses

Directly incurred

Directly incurred expenses are those costs the Department has primary responsibility and accountability for, as reflected in the Government's budget documents.

In addition to program operating expenses like salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets.
- pension costs which comprise the cost of employer contributions for current service of employees during the year.
- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to vacation pay.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(b) Basis of Financial Reporting (continued)

Expenses (continued)

Incurred by others

Services contributed by other entities in support of the Department's operations are disclosed in Schedule 7.

Assets

Financial assets of the Department are limited to financial claims, such as advances to and receivables from other organizations, employees and other individuals.

Assets acquired by right are not included. Tangible capital assets of the Department are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing new systems development is $100 and the threshold for all other tangible capital assets is $15. All land is capitalized.

Donated capital assets are recorded at their fair value at the time of contribution.

When tangible capital assets are gifted or sold for a nominal sum to parties external to the government reporting entity, the fair values of these capital assets less any nominal proceeds are recorded as grants in kind.

Liabilities

Liabilities represent all financial claims payable by the Department at the fiscal year end.

Net Assets

Net assets represent the difference between the carrying value of assets held by the Department and its liabilities.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(b) Basis of Financial Reporting (continued)

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable and accounts payable and accrued liabilities are estimated to approximate their carrying values because of the short term nature of these instruments.

NOTE 3 GOVERNMENT RESTRUCTURING

As a result of government restructuring announced on March 27, 2003 (OC123/2003), there were the following changes in the responsibilities of the Department:

- Office of the Public Guardian was transferred from the Ministry of Human Resources and Employment.
- Shelters for the Homeless Adults program was transferred from the Ministry of Human Resources and Employment.

Comparatives for 2003 have been restated as if the Ministry had always been assigned its current responsibilities.

Net assets as previously reported at March 31, 2002	$ 15,259
Transfer from Ministry of Human Resources and Employment	(434)
Net assets as at April 1, 2002	$ 14,825
Net operating results as reported March 31, 2003	$ (266,320)
Transfer from Ministry of Human Resources and Employment	(20,010)
Net restated operating results as of March 31, 2003	$ (286,330)

NOTE 4 ACCOUNTS RECEIVABLE

	2004			2003
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Management organizations	$ 2,180	$ -	$ 2,180	$ 7,140
Canada Mortgage and Housing Corporation	21,794	-	21,794	9,390
Other receivables	659	(73)	586	752
	$ 24,633	$ (73)	$ 24,560	$ 17,282

Accounts receivable are unsecured and non-interest bearing.

NOTE 5 TANGIBLE CAPITAL ASSETS

		2004			2003
	Estimated Useful Life (years)	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Computer hardware and software	5	$ 3,095	$ (2,481)	$ 614	$ 958
Equipment	10	57	(7)	50	57
		$ 3,152	$ (2,488)	$ 664	$ 1,015

NOTE 6 COMMITMENTS

As at March 31, 2004 the Department has the following commitments:

	2004	2003
Agreements[a]	$ 264,147	$ 257,628
Long-term leases[b]	139	123
	$ 264,286	$ 257,751

[a] The Department has long-term agreements with non-profit organizations and providers of rent supplement units.

[b] The Department leases vehicles under operating leases that expire on various dates to 2009. The aggregate amounts payable for the unexpired terms of these leases are as follows:

	2004	2003
2003 - 2004	$ -	$ 62
2004 - 2005	69	39
2005 - 2006	48	17
2006 - 2007	20	5
2007 - 2008	1	-
2008 - 2009	1	-
	$ 139	$ 123

NOTE 7 CONTINGENCIES

At March 31, 2004 the Department is a defendant in two legal claims (2003 - two legal claims). These claims have specified amounts totaling $257 (2003 - $257). In both legal claims the Department has been jointly named with other entities. None of the claims are covered by the Alberta Risk Management fund.

The resulting loss, if any, from these claims cannot be determined.

NOTE 8 TRUST FUNDS UNDER ADMINISTRATION

The Department administers trust funds on behalf of the clients of Gunn Centre. Because the Province has no equity in the funds, they are not included in the Department's financial statements. As at March 31, 2004, the trust funds under administration totalled $11 (2003 - $11). A separate bank account is maintained for these funds.

NOTE 9 DEFINED BENEFIT PLANS

The Department participates in the multi-employer pension plans, Management Employees Pension Plan and Public Service Pension Plan. The Department also participates in the multi-employer Supplementary Retirement Plan for Public Service Managers. The expense for these pension plans is equivalent to the annual contributions of $1,136 for the year ended March 31, 2004 (2003 - $894).

At December 31, 2003, the Management Employees Pension Plan reported a deficiency of $290,014 (2002 - $301,968) and the Public Service Pension Plan reported an actuarial deficiency of $596,213 (2002 - $175,528). At December 31, 2003, the Supplementary Retirement Plan for Public Service Managers had an actuarial surplus of $9,312 (2002 - $6,472).

The Department also participates in two multi-employer Long Term Disability Income Continuance Plans. At March 31, 2004, the Bargaining Unit Plan reported an actuarial deficiency of $9,766 (2003 - $14,434) and the Management, Opted Out and Excluded Plan an actuarial surplus of $1,298 (2003 - actuarial deficiency $3,053). The expense for these two plans is limited to employer's annual contributions for the year.

NOTE 10 HOUSING PROPERTIES

The Department supports the provision of seniors, family and special purpose housing through various management organizations. The Department provides grants to organizations that have expenses in excess of revenues, and recovers amounts from organizations that have revenues in excess of expenses. These management organizations are permitted to retain funds in a reserve account in accordance with Department guidelines. Amounts in the reserve account can be used to address emergency and building issues, or as instructed by the Department. The reserve funds totaling $21,709 are not recorded in the Department's financial statements. Management organizations do not record expenses for interest on long-term debt and amortization of buildings. These costs are incurred and recorded by Alberta Social Housing Corporation.

NOTE 10 HOUSING PROPERTIES (CONTINUED)

Information on revenues and expenses of management organizations is disclosed so as to provide the reader with an understanding of the scope of the housing services being provided by the management organizations.

	2004	2003
Revenues	$ 102,217	$ 103,629
Expenses	110,525	101,457
Net operating results	(8,308)	2,172
Amounts retained in the year	(1,985)	(4,551)
Net results	$ (10,293)	$ (2,379)

The above results are recorded on the statement of operations for the year as follows:

	2004	2003
Recoveries from management organizations	$ 220	$ 5,718
Refunds of expenses - management organizations	-	339
Grants to management organizations	(10,513)	(8,436)
Net results	$ (10,293)	$ (2,379)

NOTE 11 COMPARATIVE FIGURES

Certain 2003 figures have been reclassified to conform to 2004 presentation.

NOTE 12 APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved by the Senior Financial Officer and the Deputy Minister.

DEPARTMENT OF SENIORS

Revenues

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 1

	2004 Budget	2004 Actual	2003 Actual (Note 3)
Transfers from the Government of Canada			
Recoveries from Canada Mortgage and Housing Corporation	$ 30,300	$ 30,780	$ 18,794
Recoveries from Indian and Northern Development	50	142	67
	30,350	30,922	18,861
Other revenue			
Recoveries from management organizations	4,370	220	5,718
Refunds of expenses	135	1,451	1,454
Rental revenue	105	113	130
Recoveries from programs	-	-	35
	4,610	1,784	7,337
	$ 34,960	$ 32,706	$ 26,198

DEPARTMENT OF SENIORS

Expenses – Directly Incurred Detailed by Object

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 2

	2004		2003
	Budget	Actual	Actual (Note 3)
Voted			
Salaries, wages and employee benefits	$ 20,180	$ 19,676	$ 17,936
Supplies and services	21,064	22,059	21,341
Supplies and services from support service arrangements with related parties	-	-	274
Grants	292,870	339,658	273,074
Other	64	69	68
Amortization of tangible capital assets	328	297	436
Total voted expenses before recoveries	334,506	381,759	313,129
Less: Recovery from support service arrangements with related parties	-	-	(829)
	$ 334,506	$ 381,759	$ 312,300
Statutory			
Valuation adjustments:			
Provision for doubtful accounts	$ 100	$ 421	$ 29
Provision for vacation pay	85	114	157
	$ 185	$ 535	$ 186

Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 3

	2003-04		
	Estimates	Authorized Supplementary[a]	Authorized Budget
Revenues			
Transfers from the Government of Canada	$ 30,350	$ -	$ 30,350
Other revenue	4,610	-	4,610
	34,960	-	34,960
Expenses - Directly Incurred			
Voted Expenses			
Seniors services	196,886	33,550	230,436
Housing services	133,192	14,320	147,512
Ministry support services	4,428	-	4,428
	334,506	47,870	382,376
Statutory Expenses			
Valuation adjustments			
Provision for doubtful accounts	100	-	100
Provision for vacation pay	85	-	85
	185	-	185
	334,691	47,870	382,561
Loss on disposal of tangible capital assets	-	-	-
Net operating results	$ (299,731)	$ (47,870)	$ (347,601)
Equipment purchases	$ 60	$ -	$ 60
Capital Investment	$ -	$ -	$ -

[a] Supplementary estimates were approved on December 4, 2003 for $36,970 and on March 11, 2004 for $10,900.

DEPARTMENT OF SENIORS

Comparison of Expenses - Directly Incurred, Equipment Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 4

		2003-04				
			Authorized			
		Estimates	Supplementary[a]	Budget	Actuals[b]	Unexpended (Over - Expended)
Voted Operating/Equipment Purchases and Capital Investments						
	MINISTRY SUPPORT SERVICES					
1.0.1	Minister's Office	$ 332	$ -	$ 332	$ 317	$ 15
1.0.2	Deputy Minister's Office	399	-	399	367	32
1.0.3	Communications	318	-	318	279	39
1.0.4	Corporate Services	2,878	-	2,878	2,862	16
1.0.5	Strategic Planning	501	-	501	474	27
		4,428	-	**4,428**	**4,299**	**129**

DEPARTMENT OF SENIORS

Comparison of Expenses - Directly Incurred, Equipment Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 4
(cont'd)

		2003-04				
			Authorized			Unexpended
		Estimates	Supplementary[a]	Budget	Actuals[b]	(Over - Expended)
Voted Operating/Equipment Purchases and Capital Investments						
	SENIORS SERVICES					
2.1	**Management and Operations**					
2.1.1	Program Support	282	-	282	280	2
2.1.2	Alberta Seniors Benefit Program Delivery					-
	Operating expenses	5,092	-	5,092	5,802	(710)
	Equipment purchases	60	-	60	40	20
2.1.3	Seniors Advisory Council	262	-	262	261	1
2.1.4	Client and Information Services	1,795	-	1,795	1,750	45
2.1.5	Special Needs Assistance Program Delivery	1,156	-	1,156	1,461	(305)
2.1.6	Planning and Research	786	-	786	783	3
2.1.7	Public Guardian Services	4,730	-	4,730	4,729	1
	Total Sub-Program	**14,163**	**-**	**14,163**	**15,106**	**(943)**
2.2	**Income Support for Seniors**					
2.2.1	Alberta Seniors Benefit	155,633	21,800	177,433	177,782	(349)
2.2.2	Seniors Special Project Grants	150	-	150	227	(77)
2.2.3	Special Needs Assistance Grants	27,000	11,750	38,750	36,908	1,842
	Total Sub-Program	**182,783**	**33,550**	**216,333**	**214,917**	**1,416**
		196,946	**33,550**	**230,496**	**230,023**	**473**

DEPARTMENT OF SENIORS

Comparison of Expenses - Directly Incurred, Equipment Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 4
(cont'd)

		2003-04				
			Authorized			Unexpended
		Estimates	Supplementary[a]	Budget	Actuals[b]	(Over-Expended)
Voted Operating/Equipment Purchases and Capital Investments						
	HOUSING SERVICES					
3.1	**Management and Operations**					
3.1.1	Program Support	341	-	341	297	44
3.1.2	Innovation and Research	1,057	-	1,057	1,012	45
3.1.3	Housing Development Program Delivery	18,977	1,110	20,087	19,475	612
3.1.4	Housing Operating Program Delivery	2,730	-	2,730	2,435	295
	Total Sub-program	**23,105**	**1,110**	**24,215**	**23,219**	**996**
3.2	**Seniors Housing Operating Grants**					
3.2.1	Lodge Assistance	14,150	-	14,150	14,718	(568)
3.2.2	Support to Seniors Housing Providers	1,057	-	1,057	3,068	(2,011)
	Total Sub-program	**15,207**	**-**	**15,207**	**17,786**	**(2,579)**
3.3	**Social Housing Operating Grants**					
3.3.1	Support to Community Housing Providers	13,951	-	13,951	14,801	(850)
3.3.2	Rent Supplement	15,017	-	15,017	14,029	988
	Total Sub-program	**28,968**	**-**	**28,968**	**28,830**	**138**
3.4	**Housing Development Capital Grants**					
3.4.1	Seniors Supportive Housing Incentive Program	-	-	-	634	(634)
3.4.2	Home Adaptation Program	1,025	-	1,025	879	146
3.4.3	Canada/Alberta Affordable Housing Agreement	35,500	5,500	41,000	41,000	-
	Total Sub-program	**36,525**	**5,500**	**42,025**	**42,513**	**(488)**

DEPARTMENT OF SENIORS

Comparison of Expenses - Directly Incurred, Equipment Purchases and Capital Investments and Statutory Expenses by Element to Authorized Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 4
(cont'd)

		2003-04				
			Authorized			
		Estimates	Supplementary[a]	Budget	Actuals[b]	Unexpended (Over - Expended)
Voted Operating/Equipment Purchases and Capital Investments						
3.5	**Other Housing Services Grants**					
3.5.1	Special Needs Housing	4,730	-	4,730	4,724	6
3.5.2	Homelessness Initiatives	3,000	-	3,000	3,000	-
3.5.3	Other Grants	150	7,710	7,860	8,008	(148)
3.5.4	Assistance to Alberta Social Housing Corporation	21,507	-	21,507	19,397	2,110
	Total Sub-program	**29,387**	**7,710**	**37,097**	**35,129**	**1,968**
		133,192	**14,320**	**147,512**	**147,477**	**35**
	Total Voted Expenses	$ 334,566	$ 47,870	$ 382,436	$ 381,799	$ 637
	Operating expenses	$ 334,506	$ 47,870	$ 382,376	$ 381,759	$ 617
	Equipment purchases	60	-	60	40	20
	Total Voted Expenses	334,566	47,870	382,436	381,799	637
	Capital Investment	-	-	-	-	-
		$ 334,566	$ 47,870	$ 382,436	$ 381,799	$ 637
Statutory Expenses						
	Valuation Adjustments	$ 185	$ -	$ 185	$ 535	$ (350)

[a] Supplementary estimates were approved on December 4, 2003 for $36,970 and on March 11, 2004 for $10,900.

[b] Includes achievement bonus of $391.

DEPARTMENT OF SENIORS

Salary and Benefits Disclosure

Year ended March 31, 2004
(in dollars)

SCHEDULE 5

	2004				2003
	Base Salary [1]	Other Cash Benefits [2]	Other Non-Cash Benefits [3]	Total	Total
Senior Officials:					
Deputy Minister [4]	$ 152,808	$ 65,510	$ 7,249	$ 225,567	$ 211,144
Executives:					
Assistant Deputy Minister, Housing	125,880	18,435	30,725	175,040	194,602
Assistant Deputy Minister, Seniors Services	124,200	22,866	27,375	174,441	155,782
Executive Director, Strategic Corporate Services	112,964	31,375	26,293	170,632	142,140
Executive Director, Strategic Planning and Policy [5]				-	120,386

Prepared in accordance with Treasury Board Directive 03/2004.

Total salary and benefits relating to a position are disclosed.

(1) Base salary includes regular base pay.

(2) Other cash benefits include bonuses, vacation payments, overtime, and lump sum payments.

(3) Other non-cash benefits include government's share of all employee benefits and contributions or payments made on behalf of employees including pension, health care, dental coverage, group life insurance, short and long term disability plans, professional memberships and tuition fees.

(4) Automobile provided, no dollar amount included in other non-cash benefits figures.

(5) The position was not occupied in 2003-04.

DEPARTMENT OF SENIORS

Related Party Transactions

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 6

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements. Related parties also include management in the Department.

The Department and its employees paid or collected certain taxes and fees set by regulation for permits, licenses and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this Schedule.

The Department had the following transactions with related parties recorded in the financial statements at the amount of consideration agreed upon between the related parties:

	Entities in the Ministry		Other Entities	
	2004	2003	2004	2003
Expenses - Directly Incurred				
Grants	$ 19,397	$ 19,540	$ -	$ -
Other services	-	-	2,398	2,211
	$ 19,397	$ 19,540	$ 2,398	$ 2,211
Capital assets transferred	$ -	$ -	$ (94)	$ -
Accounts receivable from	$ 310	$ 9,165	$ -	$ -

The above transactions do not include support service arrangement transactions disclosed in Schedule 2.

The Department also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements and are disclosed in Schedule 7.

	Entities in the Ministry		Other Entities	
	2004	2003	2004	2003
Recoveries				
Services provided	$ 1,019	$ 1,344	$ -	$ -
Expenses - Incurred by others				
Accommodation[1]	$ -	$ -	$ 2,966	$ 1,387
Legal services	-	-	231	252
Other Services	-	-	166	125
	$ -	$ -	$ 3,363	$ 1,764

[1] Current year includes $1,729 for accommodation costs due to program transfers from HRE.

DEPARTMENT OF SENIORS

Allocated Costs

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 7

	2004							2003
		Expenses - Incurred by others				Valuation Adjustments		
Program	Expenses[1]	Services Provided	Accom-modation Costs	Legal Services	Other Services	Vacation Pay	Doubtful Accounts	Total Expenses	Total Expenses
Seniors Services	$ 229,983	$ -	$ 1,786	$ 112	$ 166	$ 101	$ 421	$ 232,569	$ 194,261
Housing Services	147,477	(823)	1,146	109	-	3	-	147,912	115,639
Ministry Support Services	4,299	(196)	34	10	-	10	-	4,157	3,006
	$ 381,759	$ (1,019)	$ 2,966	$ 231	$ 166	$ 114	$ 421	$ 384,638	$ 312,906

(1) Expenses - Directly Incurred as per Statement of Operations, excluding valuation adjustments.

ALBERTA SOCIAL HOUSING CORPORATION

Financial Statements

March 31, 2004

ALBERTA SOCIAL HOUSING CORPORATION

Financial Statements

March 31, 2004

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Schedule 2 Expenses - Directly Incurred Detailed by Object

Schedule 3 Budget

Schedule 4 Related Party Transactions

Schedule 5 Allocated Costs

Auditor's Report

AUDITOR GENERAL *Alberta*

To the Minister of Seniors

I have audited the statement of financial position of the Alberta Social Housing Corporation as at March 31, 2004 and the statements of operations and cash flows for the year then ended. These financial statements are the responsibility of the Alberta Social Housing Corporation's management. My responsibility is to express an opinion on these financial statements based on my audit.

Except as explained in the following paragraph, I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In the current and two previous fiscal years, management organizations have made capital additions to seniors lodges owned by the Ministry. In 6 of 11 cases, the Ministry has recorded the additions as its assets and capitalized $8.9 million. In the other five cases, the additions, amounting to $13.3 million, have not been recorded as capital assets by the Ministry. Management has asserted that the accounting treatment for the capital additions is in accordance with its business intention. However, it has been unable to supply documentary evidence to support its assertions.

In my opinion, except for the effect of adjustments, if any, which I might have determined to be necessary had I been able to satisfy myself with respect to the ownership of additions to seniors lodges owned by the Corporation as described above, these financial statements present fairly, in all material respects, the financial position of the Corporation as at March 31, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Fred J. Dunn FCA
Auditor General

Edmonton, Alberta
May 21, 2004

ALBERTA SOCIAL HOUSING CORPORATION

Statement of Operations

Year ended March 31, 2004
(thousands of dollars)

	2004 Budget (Schedule 3)	2004 Actual	2003 Actual (Note 14)
Revenues (Schedule 1)			
Seniors programs	$ 34,127	$ 26,141	$ 31,004
Special purpose programs	22,043	33,742	29,446
Other asset administration	55	515	3,776
Transfers from Department of Seniors	21,507	19,397	19,540
	77,732	79,795	83,766
Expenses - Directly incurred (Note 2b, Schedules 2 and 5)			
Seniors programs	16,049	16,134	16,395
Special purpose programs	10,174	9,555	9,704
Other asset administration	365	208	445
Grants in kind	14,333	14,312	21,552
Debt servicing costs	43,109	43,523	45,117
	84,030	83,732	93,213
Valuation adjustments			
Provision for (recovery of) losses on:			
Tangible capital assets	-	(1,477)	129
Guarantees, indemnities and mortgages	85	(80)	(149)
Doubtful accounts	-	(3)	7
	85	(1,560)	(13)
	84,115	82,172	93,200
Gain on disposal of tangible capital assets	(10,749)	(13,664)	(7,499)
Net operating results	$ 4,366	$ 11,287	$ (1,935)

The accompanying notes and schedules are part of these financial statements.

ALBERTA SOCIAL HOUSING CORPORATION

Statement of Financial Position

As at March 31, 2004
(thousands of dollars)

	2004	2003 (Note 14)
Assets		
Cash (Note 3)	$ 30,547	$ 27,523
Accounts receivable (Note 4)	1,943	219
Loans and advances (Note 5)	21,576	20,479
Deferred financing charges	1,629	1,911
Tangible capital assets (Note 6)	779,458	806,233
	$ 835,153	$ 856,365
Liabilities		
Accounts payable and accrued liabilities	909	1,879
Accrued interest payable	10,063	10,405
Due to Department of Seniors	310	9,165
Allowance for losses on guarantees and indemnities (Note 7)	580	644
Advance from Alberta Finance (Note 8)	34,900	35,160
Long-term debt (Note 9)	472,451	494,459
	519,213	551,712
Equity		
At beginning of year	$ 304,653	$ 306,588
Net operating results	11,287	(1,935)
At end of year	315,940	304,653
	$ 835,153	$ 856,365

The accompanying notes and schedules are part of these financial statements.

ALBERTA SOCIAL HOUSING CORPORATION

Statement of Cash Flows

Year ended March 31, 2004
(thousands of dollars)

	2004	2003 (Note 14)
Operating transactions		
Net operating results	$ 11,287	$ (1,935)
Non-cash items included in net operating results		
Amortization of tangible capital assets	23,552	23,674
Amortization of deferred financing charges	282	173
Grants in kind	14,312	21,552
Valuation adjustments	(1,560)	(13)
Gain on disposal of tangible capital assets	(13,664)	(7,499)
	34,209	35,952
Decrease (increase) in accounts receivable before valuation adjustments	(1,721)	761
Decrease in accrued interest payable	(342)	(407)
Decrease in accounts payable and accrued liabilities before valuation adjustments	(970)	(2,190)
Decrease in due to Department of Seniors	(8,855)	(7,000)
Cash provided by operating transactions	22,321	27,116
Investing transactions		
Repayment of loans and advances	3,869	4,818
Additions to loans and advances	(4,950)	-
Disposal of tangible capital assets	5,066	73
Acquisition of tangible capital assets	(149)	(56)
Contributions in kind	(865)	(3,643)
Cash provided by investing transactions	2,971	1,192
Financing transactions		
Repayment of advance from Alberta Finance	(260)	(475)
Repayment of long term debt	(22,008)	(20,239)
Cash used by financing transactions	(22,268)	(20,714)
Net increase in cash	3,024	7,594
Cash, beginning of year	27,523	19,929
Cash, end of year	$ 30,547	$ 27,523

The accompanying notes and schedules are part of these financial statements.

NOTE 1 AUTHORITY AND PURPOSE

The Alberta Social Housing Corporation (the "Corporation") operates under the authority of the *Alberta Housing Act*, Chapter A-25, Revised Statutes of Alberta 2000.

The Corporation's primary purpose is to facilitate the provision of affordable housing options, through housing providers, to low-income families and individuals, seniors, and those with special needs. The Corporation owns and administers the Crown's portfolio of housing assets and manages provincial debts and agreements associated with those assets. This includes administering the sale of provincially owned properties no longer efficient or effective for social housing programs.

The Corporation also oversees the provincial commitments and entitlements remaining from discontinued business activities such as mortgages and loan guarantees, and directly operates and acts as the landlord for a small portion of units classified as "rural housing".

The Corporation is a crown agent of the Government of Alberta and as such has a tax exempt status.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES

The recommendations of the Public Sector Accounting Board of the Canadian Institute of Chartered Accountants are the primary source for the disclosed basis of accounting. Recommendations of the Accounting Standards Board of the Canadian Institute of Chartered Accountants, other authoritative pronouncements, accounting literature, and published financial statements relating to either the public sector or analogous situations in the private sector are used to supplement the recommendations of the Public Sector Accounting Board where it is considered appropriate. These financial statements are prepared in accordance with the following accounting policies that have been established by government for all departments.

(a) Reporting Entity

The reporting entity is the Alberta Social Housing Corporation, which is part of the Ministry of Seniors and for which the Minister of Seniors is accountable. The Ministry Annual Report provides a more comprehensive accounting of the financial position and results of the Ministry's operations for which the Minister is accountable.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(b) Basis of Financial Reporting

Revenues

All revenues are recorded on the accrual basis of accounting with the exception of interest on Rural and Native mortgages that are classified as non-accrual. Rural and Native mortgages are classified as non-accrual when payments are sixty days in arrears. Interest on non-accrual loans is recorded on a cash basis.

Internal Government transfers

Internal government transfers are transfers between entities within the government reporting entity where the entity making the transfer does not receive any goods or services directly in return.

Expenses

Directly incurred

Directly incurred expenses are those costs the Corporation has primary responsibility and accountability for, as reflected in the Government's budget documents.

In addition to program operating expenses like salaries, supplies, etc., directly incurred expenses also include:

- amortization of tangible capital assets.
- debt servicing costs.
- valuation adjustments which include changes in the valuation allowances used to reflect financial assets at their net recoverable or other appropriate value. Valuation adjustments also represent the change in management's estimate of future payments arising from obligations relating to guarantees and indemnities.

Incurred by others

Services contributed by other entities in support of the Corporation's operations are disclosed in Schedule 5.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(b) Basis of Financial Reporting (continued)

Assets

Cash and accounts receivable

Financial assets of the Corporation are limited to cash, and financial claims such as advances to and receivables from other organizations and individuals.

Loans and advances

Loan and advances include mortgages that are reported at cost less provisions for losses, and agreements receivable. Cost of mortgages includes amounts advanced, accrued interest, and other charges, less repayments and subsidies.

Deferred financing charges

Deferred financing charges on debt financing are amortized over the life of the debt on a straight-line basis.

Tangible capital assets

Assets acquired by right are not included. Buildings, contents and leasehold improvements of the Corporation are recorded at historical cost and amortized on a straight-line basis over the estimated useful lives of the assets. The threshold for capitalizing capital assets is $5. All land and work in progress are capitalized at cost and not amortized.

Donated capital assets are recorded at their fair value at the time of contribution.

When capital assets are gifted or sold for a nominal sum to parties external to the government reporting entity, the fair values of these physical assets less any nominal proceeds are recorded as grants in kind.

NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES AND REPORTING PRACTICES (CONTINUED)

(b) Basis of Financial Reporting (continued)

Liabilities

Liabilities represent all financial claims payable/provided for by the Corporation at fiscal year end.

Equity

Equity represents the difference between the carrying value of assets held by the Corporation and its liabilities.

Measurement Uncertainty

Measurement uncertainty exists when there is a significant variance between the amount recognized in the financial statements and another reasonably possible amount. The allowance for losses on land (Note 6), recorded as $213 is subject to measurement uncertainty. Allowance for losses on guarantees and indemnities (Note 7), recorded as $580 in these financial statements, is also subject to measurement uncertainty.

Valuation of Financial Assets and Liabilities

Fair value is the amount of consideration agreed upon in an arm's length transaction between knowledgeable, willing parties who are under no compulsion to act.

The fair values of accounts receivable, accrued interest payable, accounts payable and accrued liabilities, due to Department of Seniors and advance from Alberta Finance are estimated to approximate their carrying values because of the short term nature of these instruments. Fair values of loans and advances are not reported due to there being no organized financial market for the instruments and it is not practicable within constraints of timelines or cost to estimate the fair value with sufficient reliability.

NOTE 3 CASH

Cash consists of deposits in the Consolidated Cash Investment Trust Fund (CCITF) of the Province of Alberta. CCITF is being managed with the objective of providing competitive interest income to depositors while maintaining maximum security and liquidity of depositors' capital. The portfolio is comprised of high quality short-term and mid-term fixed income securities with a maximum term to maturity of three years. Interest is earned on the Corporation's daily cash balance at the average rate of CCITF's earnings, which varies depending on prevailing market interest rates. Due to the short-term nature of these deposits the carrying value approximates fair value.

NOTE 4 ACCOUNTS RECEIVABLE

	2004			2003
	Gross Amount	Allowance for Doubtful Accounts	Net Realizable Value	Net Realizable Value
Canada Mortgage and Housing Corporation	$ 1,693	$ -	$ 1,693	$ -
Accounts receivable	328	(88)	240	209
Sales receivable	10	-	10	10
	$ 2,031	$ (88)	$ 1,943	$ 219

Accounts receivable are unsecured and non-interest bearing.

Year ended March 31, 2004
(thousands of dollars)

NOTE 5 LOANS AND ADVANCES

	2004				2003
	Accrual	Non-Accrual	Allowance for Losses	Net Realizable Value	Net Realizable Value
Rural and Native[a]	$ 15,096	$ 1,438	$ (8)	$ 16,526	$ 20,291
Agreements receivable	4,950	-	-	4,950	-
Other receivables[b]	100	-	-	100	188
	$ 20,146	$ 1,438	$ (8)	$ 21,576	$ 20,479

[a] These mortgages are provided under the Rural and Native Housing program with payments based on an amortization period of 25 years and five-year interest renewal terms.

[b] Financial agreements with First Nations and individuals under the Rural Emergency Home Program.

NOTE 6 TANGIBLE CAPITAL ASSETS

		2004				2003
	Estimated Useful Life (Years)	Cost	Accumulated Amortization	Allowance for Losses	Net Book Value	Net Book Value (Note 14)
Seniors Housing [a]						
Self contained units	50	$ 673,521	$ (256,284)	$ -	$ 417,237	$ 429,257
Lodges	50	161,712	(48,503)	-	113,209	116,199
Special Purpose Housing [a]						
Community housing	40 to 50	362,028	(144,936)	-	217,092	229,003
Rural and native units	20 to 25	18,752	(8,688)	-	10,064	10,682
Special needs housing	50	12,225	(3,811)	-	8,414	8,624
Rural mobile homes	10	1,018	(832)	-	186	317
		1,229,256	(463,054)	-	766,202	794,082
Land		13,469	-	(213)	13,256	12,151
Total		$ 1,242,725	$ (463,054)	$ (213)	$ 779,458	$ 806,233

[a] Rental properties, primarily managed by not-for-profit management organizations.

NOTE 7 GUARANTEES AND INDEMNITIES

The Corporation has outstanding guarantees that were issued on the sale of certain of its mortgages whereby the Corporation will reimburse mortgagees for any losses that may occur on default by mortgagors. Any claims for losses by the mortgagees will be reduced by the amounts realized from the sale of the underlying properties.

Guaranteed amounts, the last of which was guaranteed on March 30, 1994, are as follows:

	2004	2003
Mortgages, on single family properties, guaranteed to 2015	$ 36	$ 39
Mortgages, on multi-unit rental properties and land, guaranteed to:		
2004	-	1,971
2007	6,905	7,023
2008	-	662
2009	235	284
2011	30,813	35,579
2018	896	935
	38,849	46,454
	$ 38,885	$ 46,493

Under the former mobile home loan insurance program, the Corporation has agreed to indemnify losses on mobile home loans issued by financial institutions. The outstanding loans as at March 31, 2004 amount to $2,741 (2003 - $3,776). This program was terminated effective October 1, 1993. However, the Corporation has an ongoing commitment on the insurance policies remaining in force.

An allowance for losses has been made on these guarantees and indemnities in the amount of $580 (2003 - $644).

NOTE 8 ADVANCE FROM ALBERTA FINANCE

The advance is interest free and is repayable on demand.

NOTE 9 LONG-TERM DEBT

The Corporation's long-term debt and exposure to interest rate risk is summarized as follows:

	2004	2003
Debentures payable:		
Canada Mortgage and Housing Corporation [a]	$ 80,697	$ 81,651
Alberta Heritage Savings Trust Fund [b]	94,656	100,038
Note payable to Alberta Finance [c]	297,098	312,770
	$ 472,451	$ 494,459

[a] maturing 2023 to 2030 with a weighted average effective rate of 9.62%.
[b] maturing June 2011 to January 2012 with a weighted average effective rate of 17.41%.
[c] maturing September 16, 2016 with an effective rate of 5.93%.

The Province of Alberta guarantees the repayment of principal and interest on all borrowings.

The debentures, including interest thereon, are repayable in equal annual or semi-annual instalments and the note payable is repayable in equal semi-annual instalments.

Approximate aggregate repayments of principal in each of the next five years are:

2004-2005	$ 23,975
2005-2006	26,170
2006-2007	28,626
2007-2008	31,381
2008-2009	34,479
thereafter	327,820
Total	$ 472,451

NOTE 9 LONG-TERM DEBT (CONTINUED)

Long-term debt has a fair value of $118,920 for Canada Mortgage and Housing Corporation debentures, $150,124 for Alberta Heritage Savings and Trust Fund debentures and $326,600 for Note payable to Alberta Finance. Fair values for debt are based on the Province of Alberta's current borrowing rates, which are available to the Corporation for debt with similar terms and maturities.

NOTE 10 PROGRAM RECOVERIES

Cost-sharing agreements provide for a contribution by Canada Mortgage and Housing Corporation towards the capital costs, subsidies on rental properties, mortgages that are recorded by the Corporation, and for certain administration and net operating results on approved social housing program projects that are recorded by the Department of Seniors.

NOTE 11 SALARY AND BENEFITS

The Corporation has no salary or benefits to disclose under Treasury Board Directive 03/2004 because:

(a) The Corporation has no employees. Staff of the Department of Seniors administer the Corporation. Disclosure of information on their salaries and benefits is included in the financial statements of the Department of Seniors.

(b) The Corporation did not pay honoraria to its Board members.

NOTE 12 COMMITMENTS

The Corporation leases land under various leases for the purpose of providing social housing. The aggregate amounts payable for the unexpired terms of these leases are:

	2004	2003
2003 - 2004	$ -	$ 1,347
2004 - 2005	1,347	1,347
2005 - 2006	1,347	1,347
2006 - 2007	1,347	1,347
2007 - 2008	1,347	1,347
2008 - 2009	1,347	1,347
thereafter	39,988	39,988
	$ 46,723	$ 48,070

NOTE 13 CONTINGENCIES

At March 31, 2004 the Corporation is a defendant in eight legal claims (2003 - eight legal claims). These claims have specified amounts totaling $2,490 (2003 - $3,352). In five of eight legal claims the Corporation has been jointly named with other entities. Two claims amounting to $1,350 (2003 - two claims amounting to $1,975) are covered by the Alberta Risk Management fund.

The resulting loss, if any, from these claims cannot be determined.

NOTE 14 PRIOR PERIOD ADJUSTMENT

The comparative figures remove donated tangible capital assets that had been incorrectly capitalized. This correction has the effect on the comparative figures of decreasing capital assets, equity and other revenue by $2,481.

NOTE 15 APPROVAL OF FINANCIAL STATEMENTS

The financial statements have been approved by the Senior Financial Officer of the Department of Seniors and the President of Alberta Social Housing Corporation.

ALBERTA SOCIAL HOUSING CORPORATION

Revenues

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 1

	2004 Budget	2004 Actual	2003 Actual (Note 14)
Internal Government Transfers			
Transfers from Department of Seniors	$ 21,507	$ 19,397	$ 19,540
Transfers from the Government of Canada			
Recoveries from Canada Mortgage and Housing Corporation (Note 10)	55,029	56,983	54,642
Investment income			
Bank and other	200	1,016	820
Mortgages	649	495	681
	849	1,511	1,501
Other revenue			
Miscellaneous	347	509	3,767
Contributions in kind	-	865	3,643
Rental properties	-	529	672
Refunds of expenses	-	1	1
	347	1,904	8,083
	$ 77,732	$ 79,795	$ 83,766

ALBERTA SOCIAL HOUSING CORPORATION

Expenses – Directly Incurred Detailed by Object

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 2

	2004 Budget	2004 Actual	2003 Actual
Expenses			
Debt servicing costs	$ 43,109	$ 43,523	$ 45,117
Amortization of tangible capital assets	23,818	23,552	23,674
Grants	15,083	15,062	22,282
Supplies and services	2,020	1,595	2,140
	$ 84,030	$ 83,732	$ 93,213
Valuation adjustments			
Provision for (recovery of) losses on:			
Tangible capital assets	$ -	$ (1,477)	$ 129
Guarantees, indemnities and mortgages	85	(80)	(149)
Doubtful accounts	-	(3)	7
	$ 85	$ (1,560)	$ (13)

ALBERTA SOCIAL HOUSING CORPORATION

Budget

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 3

	2003-04		
	Estimates	Treasury Board Approvals	Authorized Budget
Revenues			
Internal Government transfer	$ 21,507	$ -	$ 21,507
Transfers from the Government of Canada	55,029	-	55,029
Investment income	849	-	849
Other revenue	347	-	347
	77,732	-	77,732
Expenses			
Seniors programs	16,049	-	16,049
Special purpose programs	10,174	-	10,174
Other asset administration	365	-	365
Grants in kind	14,333	-	14,333
Debt servicing costs	43,109	-	43,109
	84,030	-	84,030
Valuation adjustments			
Provision for (recovery of) losses on			
Tangible capital assets	-	-	-
Guarantees, indemnities, and mortgages	85	-	85
Doubtful accounts	-	-	-
	85	-	85
Total expenses	84,115	-	84,115
Gain on disposal of tangible capital assets	(10,749)	-	(10,749)
Net operating results	$ 4,366	$ -	$ 4,366
Capital investment	$ -	$ -	$ -

ALBERTA SOCIAL HOUSING CORPORATION

Related Party Transactions

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 4

Related parties are those entities consolidated or accounted for on a modified equity basis in the Province of Alberta's financial statements.

The Corporation paid or collected certain taxes and fees set by regulation for permits, licenses and other charges. These amounts were incurred in the normal course of business, reflect charges applicable to all users, and have been excluded from this schedule.

The Corporation had the following transactions with related parties recorded in the financial statements at the amount of consideration agreed upon between the related parties:

	Entities in the Ministry		Other Entities	
	2004	2003	2004	2003
Revenues				
Transfers from the Department of Seniors	$ 19,397	$ 19,540	$ -	$ -
Expenses - directly incurred				
Other services	$ -	$ -	$ 535	$ 525
Debt servicing costs	-	-	35,603	37,200
	$ -	$ -	$ 36,138	$ 37,725
Deferred financing charges				
Alberta Finance	$ -	$ -	$ 1,629	$ 1,911
Accounts payable to				
Alberta Finance [1]	$ -	$ -	$ 332,722	$ 348,692
Alberta Heritage Savings Trust Fund [1]	-	-	102,059	107,809
Department of Seniors	310	9,165	-	-
	$ 310	$ 9,165	$ 434,781	$ 456,501

The Corporation also had the following transactions with related parties for which no consideration was exchanged. The amounts for these related party transactions are estimated based on the costs incurred by the service provider to provide the service. These amounts are not recorded in the financial statements and are disclosed in Schedule 5.

	Entities in the Ministry		Other Entities	
	2004	2003	2004	2003
Expenses - incurred by others				
Salaries and wages	$ 752	$ 985	$ -	$ -
Supplies and services	263	262	-	-
Accommodation	-	-	63	86
Legal services	-	-	3	22
Other services	4	97	-	-
	$ 1,019	$ 1,344	$ 66	$ 108

[1] Debt and accrued interest on debt.

ALBERTA SOCIAL HOUSING CORPORATION

Allocated Costs

Year ended March 31, 2004
(thousands of dollars)

SCHEDULE 5

	2004									2003
	Expenses - Directly Incurred			Expenses - Incurred by Others			Valuation Adjustments			
Program	Program Expenses[1]	Debt Servicing Costs[1]	Grants in Kind[1]	Other Services	Accommodation Costs	Legal Services	Losses/ (Recoveries)	Doubtful Accounts	Total Expenses	Total Expenses
Seniors programs	$ 16,134	$ 27,088	$ 684	$ 534	$ 33	$ 2	$ -	$ -	$ 44,475	$ 52,983
Special purpose programs	9,555	16,435	12,878	473	29	1	(80)	(3)	39,288	38,264
Other asset administration	208	-	750	12	1	-	(1,477)	-	(506)	3,405
	$ 25,897	$ 43,523	$ 14,312	$ 1,019	$ 63	$ 3	$ (1,557)	$ (3)	$ 83,257	$ 94,652

[1] Expenses - directly incurred as per Statement of Operations excluding valuation adjustments.

Alphabetical Listing of Entities' Financial Statements In Ministry 2003-2004 Annual Reports

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	Ministry Annual Report
Agriculture Financial Services Corporation[1]	Agriculture, Food and Rural Development
Alberta Alcohol and Drug Abuse Commission	Health and Wellness
Alberta Capital Finance Authority	Finance
Alberta Dairy Control Board[2]	Agriculture, Food and Rural Development
Alberta Energy and Utilities Board	Energy
Alberta Foundation for the Arts	Community Development
Alberta Gaming and Liquor Commission	Gaming
Alberta Government Telephones Commission	Finance
Alberta Heritage Foundation for Medical Research Endowment Fund	Revenue
Alberta Heritage Savings Trust Fund	Revenue
Alberta Heritage Scholarship Fund	Revenue
Alberta Heritage Science and Engineering Research Endowment Fund	Revenue
Alberta Historical Resources Foundation	Community Development
Alberta Insurance Council	Finance
Alberta Pensions Administration Corporation	Finance
Alberta Petroleum Marketing Commission	Energy
Alberta Research Council Inc.	Innovation and Science
Alberta Risk Management Fund	Revenue
Alberta School Foundation Fund	Learning
Alberta Science and Research Authority	Innovation and Science
Alberta Securities Commission	Revenue
Alberta Social Housing Corporation	Seniors
Alberta Sport, Recreation, Parks and Wildlife Foundation	Community Development
Alberta Treasury Branches	Finance
ATB Investment Services Inc.	Finance
Child and Family Services Authorities:	Children's Services
Calgary and Area Child and Family Services Authority	
Central Alberta Child and Family Services Authority	
East Central Alberta Child and Family Services Authority	
Edmonton and Area Child and Family Services Authority	
North Central Alberta Child and Family Services Authority	
Northeast Alberta Child and Family Services Authority	
Northwest Alberta Child and Family Services Authority	
Southeast Alberta Child and Family Services Authority	
Southwest Alberta Child and Family Services Authority	
Metis Settlements Child and Family Services Authority	
Credit Union Deposit Guarantee Corporation	Finance
Crop Reinsurance Fund of Alberta [1]	Agriculture, Food and Rural Development
Department of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Department of Children's Services	Children's Services
Department of Community Development	Community Development
Department of Energy	Energy
Department of Finance	Finance
Department of Gaming	Gaming

[1] The Crop Reinsurance Fund of Alberta was merged into the Agriculture Financial Services Corporation, effective April 1, 2003.

[2] Dissolved August 1, 2003.

Alphabetical Listing of Entities' Financial Statements In Ministry 2003-2004 Annual Reports

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	Ministry Annual Report
Department of Health and Wellness	Health and Wellness
Department of Innovation and Science	Innovation and Science
Department of Learning	Learning
Department of Revenue	Revenue
Department of Seniors	Seniors
Department of Solicitor General	Solicitor General
Department of Sustainable Resource Development	Sustainable Resource Development
Environmental Protection and Enhancement Fund	Sustainable Resource Development
Gainers Inc.	Finance
Government House Foundation	Community Development
Historic Resources Fund	Community Development
Human Rights, Citizenship and Multiculturalism Education Fund	Community Development
iCORE Inc.	Innovation and Science
Lottery Fund	Gaming
Ministry of Aboriginal Affairs and Northern Development[3]	Aboriginal Affairs and Northern Development
Ministry of Agriculture, Food and Rural Development	Agriculture, Food and Rural Development
Ministry of Children's Services	Children's Services
Ministry of Community Development	Community Development
Ministry of Economic Development[3]	Economic Development
Ministry of Energy	Energy
Ministry of Environment[3]	Environment
Ministry of Finance	Finance
Ministry of Executive Council[3]	Executive Council
Ministry of Gaming	Gaming
Ministry of Government Services[3]	Government Services
Ministry of Health and Wellness	Health and Wellness
Ministry of Human Resources and Employment[3]	Human Resources and Employment
Ministry of Infrastructure[3]	Infrastructure
Ministry of Innovation and Science	Innovation and Science
Ministry of International and Intergovernmental Relations[3]	International and Intergovernmental Relations
Ministry of Justice[3]	Justice
Ministry of Learning	Learning
Ministry of Municipal Affairs[3]	Municipal Affairs
Ministry of Revenue	Revenue
Ministry of Seniors	Seniors
Ministry of Solicitor General	Solicitor General
Ministry of Sustainable Resource Development	Sustainable Resource Development
Ministry of Transportation[3]	Transportation
N.A. Properties (1994) Ltd.	Finance
Natural Resources Conservation Board	Sustainable Resource Development

[3] Ministry includes only the departments so separate department financial statements are not necessary.

Alphabetical Listing of Entities' Financial Statements In Ministry 2003-2004 Annual Reports

ENTITIES INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Ministry, Department, Fund or Agency	Ministry Annual Report
Persons with Developmental Disabilities Community Boards:	Community Development
Calgary Region Community Board	
Central Region Community Board	
Edmonton Region Community Board	
Northeast Region Community Board	
Northwest Region Community Board	
Provincial Board	
South Region Community Board	
Provincial Judges and Masters in Chambers Reserve Fund	Finance
Supplementary Retirement Plan Reserve Fund	Finance
Victims of Crime Fund	Solicitor General
Wild Rose Foundation	Community Development

ENTITIES NOT INCLUDED IN THE CONSOLIDATED GOVERNMENT REPORTING ENTITY

Fund or Agency	Ministry Annual Report
Alberta Cancer Board	Health and Wellness
Alberta Foundation for Health Research	Innovation and Science
Alberta Heritage Foundation for Medical Research	Innovation and Science
Alberta Heritage Foundation for Science and Engineering Research	Innovation and Science
Alberta Mental Health Board	Health and Wellness
Alberta Teachers' Retirement Fund Board	Learning
Improvement Districts' Trust Account	Municipal Affairs
Local Authorities Pension Plan	Finance
Long-Term Disability Income Continuance Plan - Bargaining Unit	Human Resources and Employment
Long-Term Disability Income Continuance Plan - Management, Opted Out and Excluded	Human Resources and Employment
Management Employees Pension Plan	Finance
Provincial Judges and Masters in Chambers Pension Plan	Finance
Public Post Secondary Institutions	Learning
Public Service Management (Closed Membership) Pension Plan	Finance
Public Service Pension Plan	Finance
Regional Health Authorities	Health and Wellness
School Boards	Learning
Special Areas Trust Account	Municipal Affairs
Special Forces Pension Plan	Finance
Supplementary Retirement Plan for Provincial Judges and Masters in Chambers	Finance
Supplementary Retirement Plan for Public Service Managers	Finance
Workers' Compensation Board	Human Resources and Employment

For more information about
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